
Longmont Customer Satisfaction Survey

Report of Results



National Research Center, Inc.

July 2003

Longmont Customer Satisfaction Survey

Prepared For
City of Longmont

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TABLE OF CONTENTS

Executive Summary	4
Survey Background.....	9
Survey Purposes.....	9
Methods.....	10
Understanding the Results	11
Longmont Quality of Life	13
Issues Facing the Community.....	15
Growth	16
Evaluation of City Services.....	17
Satisfaction with City Government	17
Satisfaction with City Services.....	19
Importance of City Services.....	33
Balancing Quality and Importance.....	36
Comparison to Previous Years	38
Contacting City Government.....	39
Government Response to Diverse needs.....	45
Public Information	47
Public Information Sources	47
Quality of Life Benchmarking Process	49
Computer and Internet Access	50
Policy Questions	52
Public Transportation	52
Appendix I. Survey Respondent Demographics	59
Appendix II. Comparison of Responses by Ward of Residence	63
Appendix III. Verbatim Responses	67
Appendix IV. Detailed Survey Methodology.....	118
Survey Administration.....	118
Data Analysis and Weighting	118
Appendix V. Complete Set of Frequencies.....	120

Executive Summary

Methods

- The Longmont Customer Satisfaction Survey was administered by mail in 2003 for the first time. The baseline Longmont Customer Survey was conducted in 1996. This was the sixth iteration of the survey. Data for the previous five surveys were collected by telephone.
- A random sample of 3,000 households was mailed surveys in April and May of 2003. Of these, 1,082 responded to the mailed questionnaire giving a response rate of 38%. The margin of error is no greater than plus or minus 3 percentage points around any given percent based on community-wide estimates.
- A number of 2003 ratings were lower than in 2002. While it is possible that the source of these changes is lessened resident satisfaction with the quality of life and service provision in Longmont, it is likely that much of the difference is related to this change in methods. Research and related literature indicates that respondents to mail surveys may offer more critical responses than phone survey respondents.

Quality of Life

- Seventy-nine percent of the respondents rated the local quality of life as “excellent” or “good” in Longmont. Quality of life received slightly lower ratings than in past years, though still above “fair” on the scale. Longmont residents rated their quality of life lower than other adults across the nation and in the Front Range.

Issues Impacting the Community

- In response to an open-ended question, most residents identified growth (21% of all responses) as a problem in Longmont, followed by traffic (18% of responses) and concerns about education (13% of the responses).
- Seventy-seven percent of the respondents felt the rate of residential growth in the city was too fast, a higher number to 2002.

Quality of Service Delivery

- A large majority of respondents (67%) were satisfied with overall city services. The average ratings given by Longmont residents were slightly lower compared to previous years, but were similar to the national and Front Range norms.
- The highest service ratings were given to library services, fire fighting and rescue services, weekly trash pickup, recycling pickup, electric services, and snow removal from major streets (at least 67 points on a 100-point scale). The lowest average service ratings were given to street repair/maintenance, code enforcement, timing of traffic

signals, enforcing traffic laws, building inspection and planning (less than 50 points on a 100-point scale).

- Some of the 2003 service ratings were lower to those provided by Longmont residents a year ago. Services that were rated significantly lower in 2003 than in 2002 were library services, weekly trash pickup, emergency dispatch, maintenance of park grounds, services for seniors, sewer services, recreation facilities, emergency police services, recreation programs and classes, utility billing, maintaining landscaping, street lighting, museum, street cleaning, building inspection, crime prevention, electric conservation, enforcing traffic laws, services for youth, planning, timing of traffic signals, code enforcement, and street repair/maintenance. The largest decreases were seen for timing of traffic signals and code enforcement. One service was rated significantly higher than in 2002 (snow removal on major streets). (See the comparison table on page 21.)
- For two of the 27 services for which national normative comparisons were available, Longmont residents gave ratings similar to ratings given by residents of other communities. For nine services the average rating given by Longmont residents was significantly higher than the average given by members of other communities. Longmont received ratings below national norms for 16 services.
- Front Range comparisons are included for 24 services. Twelve services were rated higher than the Front Range: emergency police services, street cleaning, street lighting, timing of traffic signals, library services, services for seniors, youth services, weekly trash pickup, recycling, tap water, sewer services, and utility billing.

Importance of Various Services to Longmont

- The highest average importance ratings were for fire fighting and rescue services, emergency police services, emergency dispatch, crime prevention, providing tap water and electric services. All received ratings of 85 points or higher on the 100-point scale.
- Although museum, maintaining landscaping, street cleaning, code enforcement, utility billing, and recreation programs/classes were rated as the least important of the services listed, on average, they were all still considered “somewhat important.”
- A number of importance ratings were lower in 2003 than in 2002. Services considered less important were: weekly trash pickup, services for seniors, planning, library services, services for youth, electric conservation, maintenance of park grounds, recreation facilities, building inspection, utility billing, code enforcement, recreation programs and classes, street cleaning, maintaining landscaping and museum.

Balancing Quality and Importance

- Services that should be the priority focus of improvement are those rated among the top for importance but the bottom for quality. These were emergency police services, emergency dispatch, crime prevention, water conservation, and street repair and maintenance. (Importance and quality of ratings were ranked relative to each other.)

- Services which were categorized as higher in importance and higher in quality were: fire fighting and rescue services, providing tap water, electric services, snow removal on major streets, fire inspection and fire safety education, and sewer services.
- The services that were at the bottom of the list for both quality and importance were: enforcing traffic laws, street lighting, planning, timing of traffic signals, services for seniors, services for youth, electric conservation, maintenance of park grounds, recreation facilities, building inspection, utility building, code enforcement, recreation programs and classes, street cleaning, maintaining landscaping, and museum.
- Crime prevention has been considered higher in importance and lower in quality since 1996. Water conservation and street repair and maintenance have been in that category in each of the last 5 survey years. Two new services were added to the list of higher importance, but of lower quality: emergency police services and emergency dispatch. Five services have been a concern in the past, but did not arise in 2002 or 2003: services for youth, recreation facilities, electric conservation, services for seniors and timing of traffic signals.

Contacting City Government

- Almost 44% of the residents responding to the survey reported contacting the City of Longmont in the past 24 months, a decrease from 48% in 2002. The most common contact was with employees from the police department (24% of those making contact with a City employee).
- Respondents rated their most recent contact in terms of employees' knowledge, professional attitude, ease of getting in touch with employees, willingness to help or understand, and then gave an overall impression of the employee. Over 70% of those coming in contact with city employees rated the employees as "good" or "excellent" in every category.
- 2003 ratings were similar to or higher than the national norms and Front Range norms.

Government's Response to Diverse Needs

- Over 70% of the residents surveyed rated the city as either "excellent" or "good" at being responsive to the needs of diverse residents. The average rating was lower than in 2002. This opinion varied across socio-demographic subgroups of the population and for residents of all Wards.
- Over 95% of the residents surveyed reported they had not been treated inappropriately by a city employee in the last 12 months because of race, national origin, age, religious affiliation, or gender. Of the three percent of the residents who had been treated inappropriately by a city employee, 14% reported it to a public official.

Public Information

- Respondents were asked to name the sources they typically used to get information about the City of Longmont. Nearly half (46%) mentioned the *Daily-Times Call*. The next most frequently mentioned sources were utility billing (35%), a newspaper other than the *Daily-Times Call* (23%) and word of mouth (22%). Most sources were rated higher in 2003 than 2002.
- Most residents (78%) felt they were getting the right amount of information from City Hall.
- Respondents to the survey were asked whether they supported the City of Longmont's Quality of Life Benchmarking process. Seventy-five percent of the respondents "somewhat supported" or "strongly supported" the benchmarking process.
- Respondents were asked a series of questions about Internet use and purchasing. Sixty-one percent reported having made purchases or payments using the Internet at least one or more times in the 12 months prior to the survey. Less respondents reported purchasing on the Internet at least once in the past 12 months than in 2002; a decrease of 6%.

Public Transportation

- Respondents were asked about the importance of a variety of improvements to the bus transit system. Increasing the number of routes was felt to be the most important, receiving a rating of 59 on a 100-point scale. Increased hours of service and frequency of services received ratings of about 61 and 62, respectively (between "somewhat important" and "important").
- Respondents were asked about their likely use of commuter rail if it were constructed. Sixty-three percent of respondents said that they were "very likely" or "somewhat likely" to use commuter rail.

Cigarette Smoke in Public Places

- Respondents were asked a series of questions about cigarette smoke in Longmont. Thirty percent of the residents surveyed did not think cigarette smoke in indoor environments was a problem.
- Approximately 65% of the surveyed respondents reported they would "strongly support" or "somewhat support" an ordinance creating a cigarette smoke-free indoor environment in Longmont.
- Seventy-nine percent of the surveyed respondents reported they never smoke. Eight percent stated they only smoke "very" or "somewhat" infrequently, and 14% of the respondents reported smoking "somewhat" to "very" frequently.

Lodging Tax Support

- Respondents were asked to what extent they would support or oppose a Lodging Tax for the City of Longmont. Twelve percent of the respondents reported strong support and 23% reported “somewhat” supporting the tax.

Economy Impact

- Forty percent of the surveyed respondents reported the economy will have a negative impact on their family income in the next 6 months. Sixty-seven percent of the respondents report current employment, but 14% of the surveyed respondents reported losing their job in the 12 months prior to the survey.

Survey Background

Survey Purposes

The Longmont Customer Survey serves as a consumer report card for Longmont by providing residents the opportunity to rate their satisfaction with the quality of life in the city, the community's amenities and satisfaction with local government. The survey also permits residents an opportunity to provide feedback to government on what is working well and what is not, and their priorities for community planning and resource allocation.

Focus on the quality of service delivery and the importance of services helps council, staff and the public to set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of Longmont city government, helping to assure maximum service quality over time.

This kind of survey gets at the key services that local government controls to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

Though a citizen survey was conducted in 1994, it was quite different from the survey conducted in later years. The baseline Longmont Customer Survey was conducted in 1996. This is the fifth iteration of the survey. This customer survey generates a reliable foundation of resident opinion that can be monitored periodically over the coming years, like taking the community pulse, as Longmont changes and grows.

Methods

The Longmont Customer Satisfaction Survey was administered by mail in 2003 for the first time. The baseline Longmont Customer Survey was conducted in 1996.

A random sample of 3,000 households was mailed surveys in April and May of 2003. Of these, 1,082 responded to the mailed questionnaire giving a response rate of 38%. The margin of error is no greater than plus or minus 3 percentage points around any given percent based on community-wide estimates.

A number of ratings in 2003 were lower than in previous years. One possible explanation for the decline is lessened resident satisfaction with the quality of life and service provision in Longmont. However, it is likely that much of the change is related to the switch from telephone data collection to mail data collection. A review of survey research literature suggests that respondents to mail surveys may offer more critical responses than phone survey respondents. In particular, several authors¹ determined that respondents to phone or in-person interviews were much more likely to say “not a problem” to several community issues than were residents who responded by mail. The size of the differences was large, ranging from 7% to 38%. Authors attribute these differences to the “social desirability” effect, the tendency of a respondent to tell an interviewer (on the phone or in-person) what, in the opinion of the respondent, the interviewer would prefer to hear.

Survey results were weighted so that the respondent age, education status, and ethnicity were represented in the proportions reflective of the entire city. (For more information see Appendix IV.)

Unless otherwise indicated, reported responses are for those who had an opinion – “don’t know” responses were removed from the analyses, but can be found in the complete set of frequencies in Appendix VI.

Open ended responses and “other” responses appear verbatim in Appendix III.

¹ Dillman, D.A., and Mason, R.G.(1984, May). The influence of survey method on question response. Paper presented at the meeting of the American Association for Public Opinion Research, Delevan, WI.

Tarnai, J., and Dillman, D.A. (1992) Questionnaire context as a source of response differences in mail versus telephone surveys. In N. Schwarz and S. Sudman (Eds.) Context effects in social and psychological research (pp.115-129). New York:Springer-Verlag

Krysan, M., Schuman, HI, Scott, L.J., and Beatty, P. (1994). Response rates and response context in mail versus face-to-face surveys. *Public Opinion Quarterly*, 58, 381-99.

Dillman, D.A.(2000) *Mail and Internet Surveys* (p.227).New York:John Wiley and Son.

Understanding the Results

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus 3 percentage points around any given percent reported for the entire sample (1,082 completed surveys). For each Ward (1, 2 or 3), the margin of error rises to approximately + or - 6% since sample sizes were approximately 343 for Ward 1, 366 for Ward 2 and 270 for Ward 3.

Putting Evaluations onto a 100-Point Scale

Although responses to many of the evaluative or frequency questions were made on 4 or 5 -point scales with 1 representing the best rating, the scales had different labels (e.g. "Very Satisfied," "Excellent," "Most Important"). To make comparisons easier, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported "Excellent," then the result would be 100 on the 0-100 scale. If the average rating for quality of life was right in the middle of the scale ("neither satisfied nor dissatisfied"), then the result would be 50. The new scale can be thought of like the thermometer used to represent total giving to United Way. The higher the thermometer reading, the closer to the goal of 100 — in this case, the most positive response possible. The .95 confidence interval around a score on the 0-100 scale based on all respondents typically will be no greater than plus or minus 3 points on the 100-point scale.

Comparing Survey Results

As this survey was the sixth in a series of citizen surveys, the year 2003 results are presented along with the 2002, 2001, 2000, 1998 and 1996 data when available. A survey was also conducted in 1994, although there are only a few questions that are comparable to this 2003 survey. Comparisons are also made with the 1994 service ratings where possible.

Because certain kinds of services tend to be thought less well of than others, it is best to understand relative quality ratings by comparing services in one jurisdiction to the same services in other jurisdictions. For example, police protection tends to be better received than street maintenance by residents of most American cities so it is better not to hold street maintenance services to the same standard as police services. Where possible, the better comparison is from City of Longmont services to similar services provided by other jurisdictions. This way we can better understand if "good" is good enough for City of Longmont service evaluations.

Comparisons to the Front Range and the nation are provided when similar questions are included in our database, and there are at least five other jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table in addition to the mean rating. The first is the rank assigned to your Longmont's rating among jurisdictions where a similar question was asked. The second is the number of jurisdictions that asked a similar question. Third, the rank is expressed as a percentile to indicate its distance from the top score. This rank (5th highest out of 25 jurisdictions' results, for example) translates to a percentile (the 80th percentile in this example). A

percentile indicates the percent of jurisdictions with identical or lower ratings. Therefore, a rating at the 80th percentile would mean that Longmont's rating is equal to or better than 80 percent of the ratings from other jurisdictions. Conversely, 20 percent of the jurisdictions where a similar question was asked had higher ratings.

Alongside the rank and percentile appears a comparison: "above the norm," "below the norm" or "significantly above the norm." This evaluation of "above," "below" or "similar to" comes from a statistical comparison of your jurisdiction's rating to the norm (the average rating from all the comparison jurisdictions where a similar question was asked). Differences of 4 or more points on the 100-point scale between Longmont's ratings and the average based on the appropriate comparisons from the database are considered "statistically significant," and thus are marked as "above" or "below" the norm. When differences between Longmont's ratings and the normative comparison are less than 4 points, they are marked as "similar to" the norm.

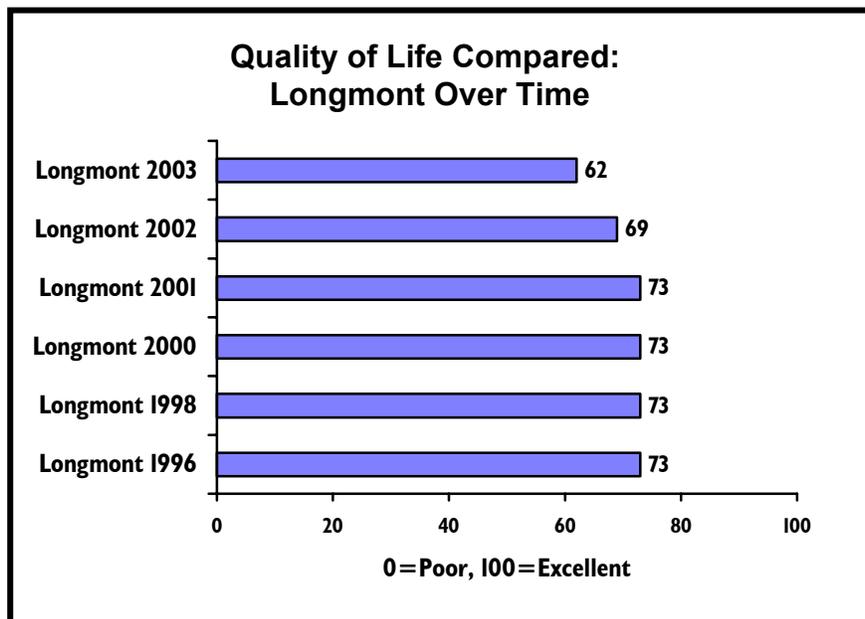
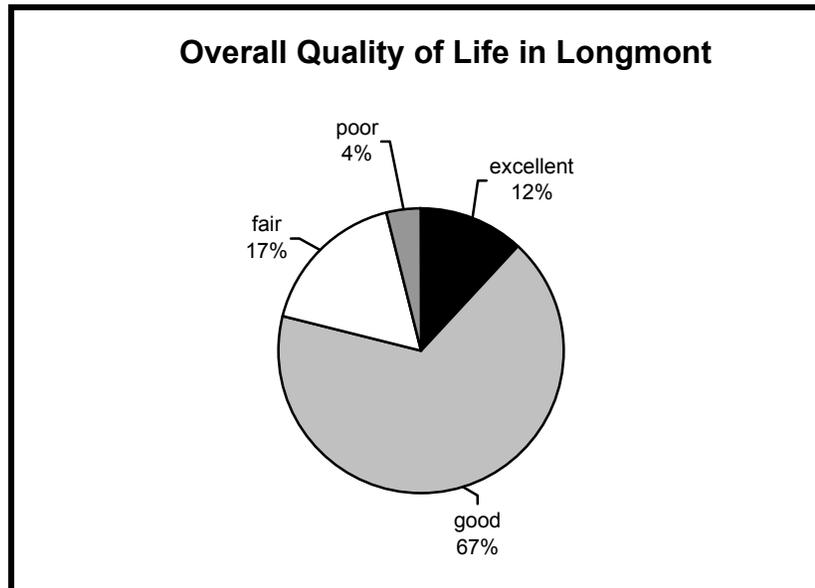
The national data are represented visually in a chart that accompanies each table. Longmont's percentile for each compared item is marked with a black line on the chart.

Finally, results for all Longmont residents were compared to results for each of the three Longmont Wards and are presented in Appendix II.

Longmont Quality of Life

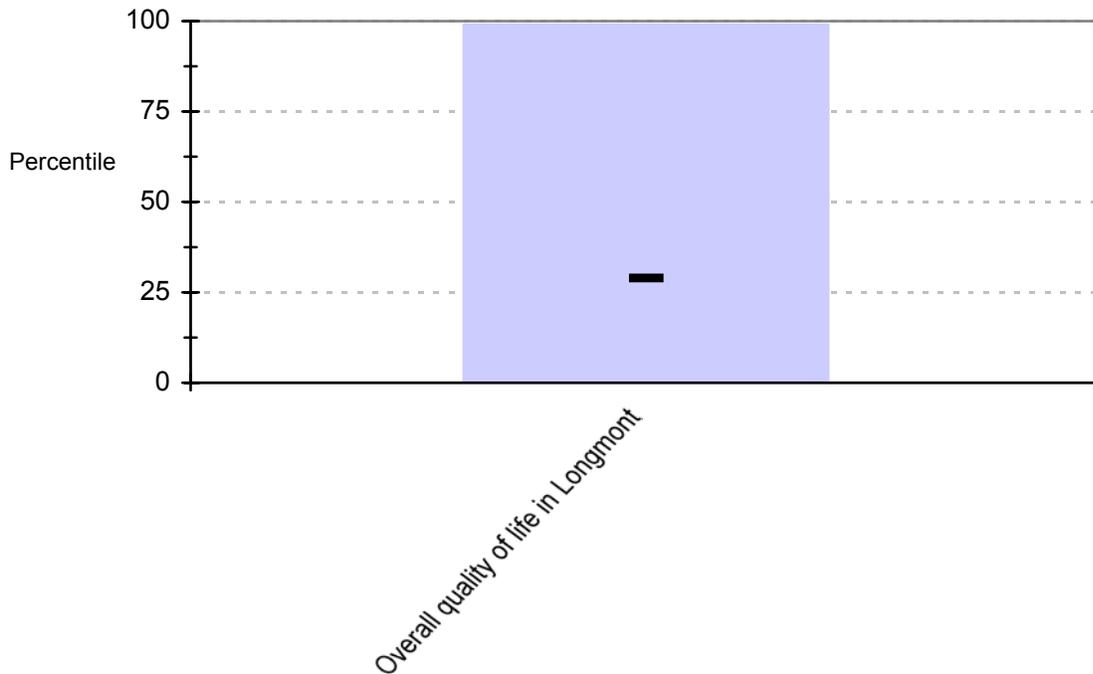
As in past surveys, residents gave an overall rating to their quality of life in Longmont (see figure below). These ratings were also converted to a 100-point scale where 0 = "Poor" and a 100 = "Excellent" for comparison to past Longmont results and evaluations of residents in Colorado's Front Range and the nation as a whole.

- Twelve percent of residents rated quality of life in Longmont as "excellent," while 67% rated the quality of life as "good."



- Quality of life ratings were lower in 2003 than in other years. The quality of life ratings have declined the past two years, however the 2003 rating is still above "fair" on the scale.

Quality of Life Ratings: Longmont and the Nation



Quality of Life Ratings: Longmont and the Nation

	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Overall quality of life in Longmont	62	78	108	29%ile	Below the norm

Quality of Life Ratings: Longmont and the Front Range

	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Overall quality of life in Longmont	62	19	20	10%ile	Below the norm

Issues Facing the Community

The table below displays residents' unprompted reports of the most pressing problems facing Longmont today. Residents could mention up to three problems. The problem that the most residents identified was population growth (21% of all responses), followed by traffic (18% of responses), concerns about schools (13% of the responses) and water issues (10% of the responses). 2003 responses were comparable to those in 2002 and 2001. In 1998, traffic overtook crime as the number two problem after growth, and has stayed there ever since.

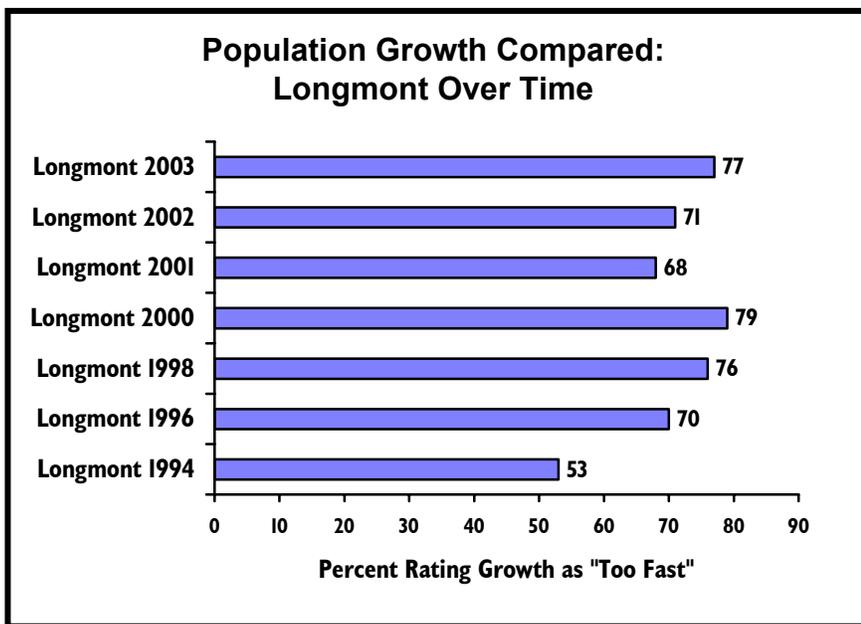
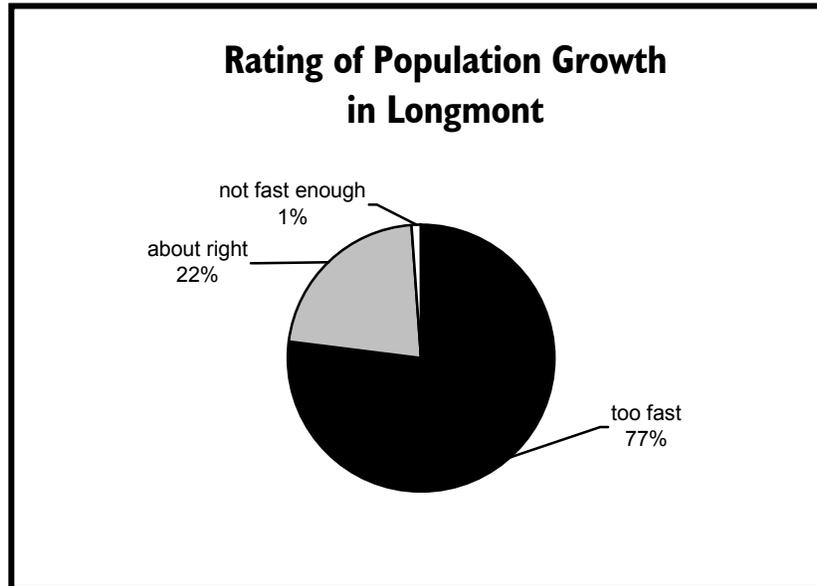
Biggest Problems that Longmont will Face in Next Five Years						
Problems	Percent of Responses					
	2003	2002	2001	2000	1998	1996
Too much growth	21%	27%	27%	30%	29%	30%
Traffic	18%	20%	19%	19%	18%	10%
Lack of education/Overcrowding schools	13%	9%	8%	11%	10%	9%
Water/water shortage	10%	6%	3%	3%	1%	1%
Economy/Jobs/Cost of Living	7%	4%	4%	2%	2%	4%
Crime	5%	6%	5%	5%	9%	12%
Affordable Housing	4%	4%	5%	5%	3%	7%
Racial tensions/issues	3%	1%	1%	1%	1%	~0%
Cost and decline of city services/Taxes too high	2%	3%	2%	2%	2%	6%
Street maintenance and repair	2%	3%	3%	4%	4%	2%
Pollution	1%	2%	2%	3%	3%	1%
Youth issues (gangs, drugs, delinquency, etc.)	1%	3%	4%	3%	6%	8%
Not enough recreation programs	1%	1%	1%	N/A	N/A	N/A
Open Space	1%	1%	1%	N/A	N/A	N/A
Not enough recreation for youth	~0%	1%	1%	N/A	N/A	N/A
Not enough youth recreational facilities	~0%	1%	1%	N/A	N/A	N/A
Bad smell	~0%	~0%	1%	N/A	N/A	N/A
Sewer	~0%	~0%	1%	N/A	N/A	N/A
Police	~0%	~0%	1%	N/A	N/A	N/A
Other	11%	3%	6%	7%	7%	7%
Don't Know	~0%	6%	7%	4%	3%	3%
Total*	100%	100%	100%	100%	100%	100%

* Percents may not add to 100 due to rounding.

Growth

Respondents were asked to evaluate the rate of population growth over the past few years (see figure below). The same question was asked in 2002, 2001, 2000, 1998, 1996 and 1994 survey and the responses are also presented.

- Over three-fourths of the respondents (77%) felt the rate of residential growth in the city was too fast while only 1% believed the growth rate was not fast enough. Twenty-two percent of those responding felt the growth rate was about right.



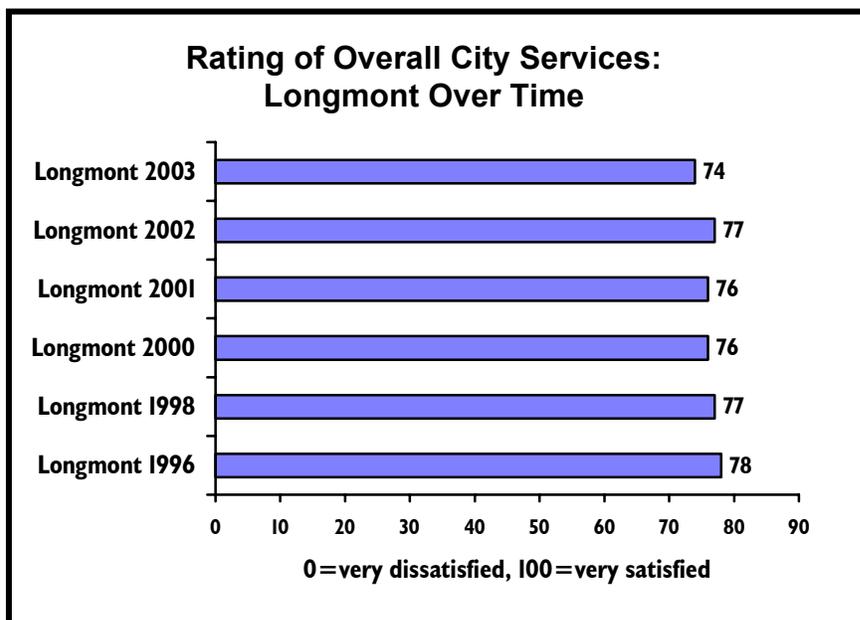
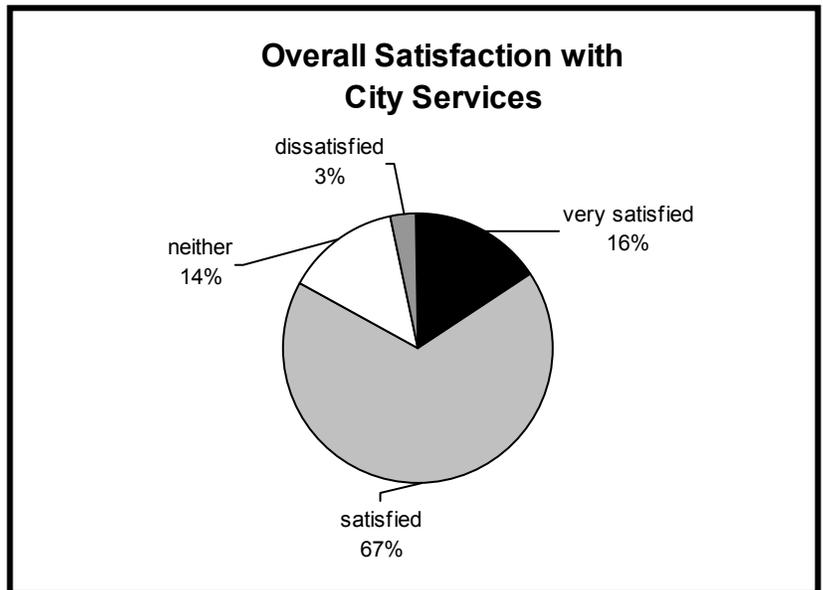
- In 2003, more respondents felt that the rate of population growth was “too fast” than in 2001. 2001 was the first and only time that the percent that said growth was “too fast” was smaller (68%) than in the previous year (79% in 2000).

Evaluation of City Services

A list of 30 city-provided services was presented to residents for their opinions about service quality and importance. General satisfaction with government services was also assessed.

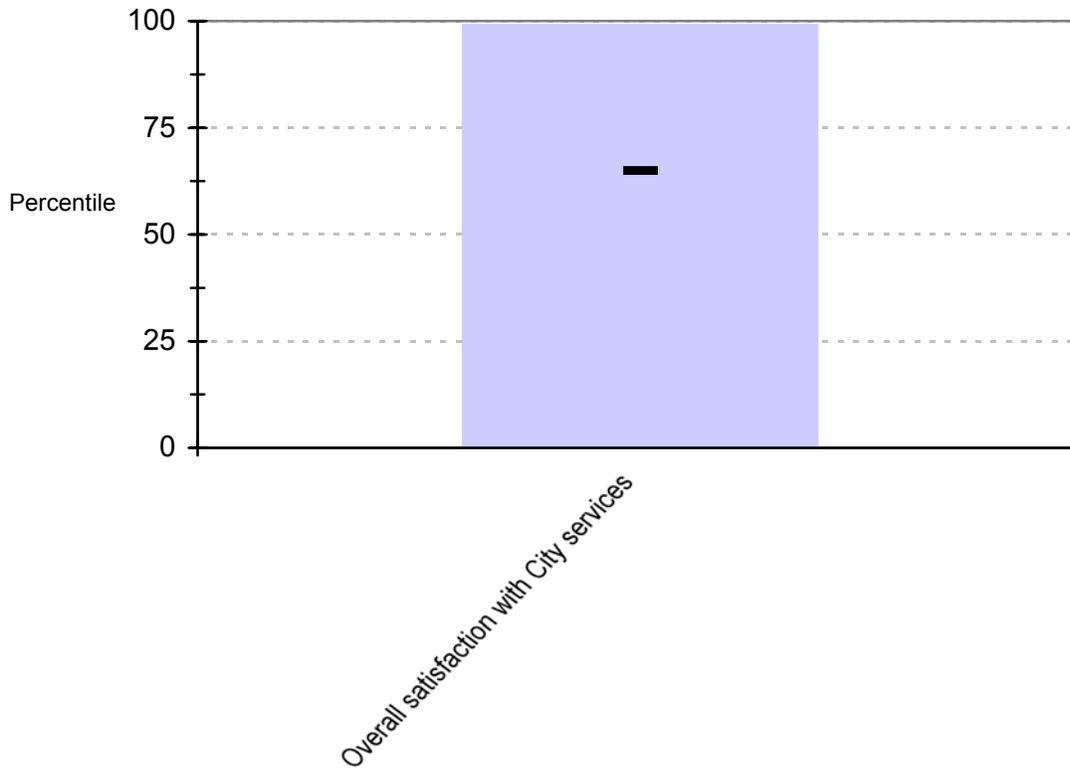
Satisfaction with City Government

- A large majority of respondents (83%) was satisfied with overall city services, about 3% were dissatisfied, and 14% were neutral in their ratings. Less than 1% of the respondents were very dissatisfied.
- Respondents were asked to state why they were satisfied or dissatisfied. (See Appendix III for their responses.)



- The average ratings given by Longmont residents were similar to previous years. Longmont residents rated their satisfaction with their city services higher than the national and Front Range norms.

Overall Quality of Services: Longmont and the Nation



Overall Quality of Services: Longmont and the Nation

	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Overall satisfaction with City services	74	43	120	65%ile	Above the norm

Overall Quality of Services: Longmont and the Front Range

	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Overall satisfaction with City services	74	3	11	82%ile	Above the norm

Satisfaction with City Services

The table on page 20 displays residents' ratings of city services.

City services which were rated the most positively were library services, fire fighting and rescue services, weekly trash pickup, recycling pickup, electric services, and snow removal from major streets. All of these services received average ratings of at least 67 points — above “good” on the 100-point scale.

City services rated least positively were street repair/maintenance, code enforcement, timing of traffic signals, enforcing traffic laws, building inspection and planning. All six services received ratings of less than 50 points on a 100-point scale, which is between “good” (67) and “fair” (33).

Comparison to 2002 Evaluations

Some of the 2003 service ratings were lower to those provided by Longmont residents a year ago. Services that were rated significantly lower in 2003 than in 2002 were library services, weekly trash pickup, emergency dispatch, maintenance of park grounds, services for seniors, sewer services, recreation facilities, emergency police services, recreation programs and classes, utility billing, maintaining landscaping, street lighting, museum, street cleaning, building inspection, crime prevention, electric conservation, enforcing traffic laws, services for youth, planning, timing of traffic signals, code enforcement, and street repair/maintenance. The largest decreases were seen for timing of traffic signals and code enforcement. One service was rated significantly higher than in 2002 (snow removal on major streets). (See the comparison table on page 21.)

Comparison to National Norms

Because certain kinds of local government services all across the country tend to receive higher ratings than others — due to the nature of the service as much as the way in which the service is delivered² — comparison of street repair to libraries tells us less about quality than comparison of street repair in Longmont to street repair ratings elsewhere.

For nine of the 27 services for which national normative comparisons were available (street cleaning, street lighting, library services, recreation facilities, services for seniors, services for youth, weekly trash pickup, recycling pickup, and providing tap water), Longmont residents gave ratings similar to ratings given by residents of other communities. For sewer services and snow removal from major streets, the average rating given by Longmont residents was significantly higher than the average given by members of other communities. Longmont received ratings below national norms for emergency police services, crime prevention, enforcing traffic laws, fire fighting and rescue services, fire inspection/safety education, street repair and maintenance, timing of traffic signals, recreation programs and classes, museum, electric service, utility billing, maintenance of park grounds and facilities, planning, code enforcement, building inspection, and maintaining landscaping.

² As examples, in almost every jurisdiction studied, animal control received lower resident evaluations than parks; street repair was rated lower than fire protection.

Comparison to Front Range Norms

Front Range comparisons are included for 24 services. Twelve services were rated similar to the Front Range: emergency police services, street cleaning, street lighting, timing of traffic signals, library services, services for seniors, services for youth, weekly trash pickup, recycling, tap water, sewer services, and utility billing. Snow removal on major streets was rated higher than the Front Range norms and eleven services were rated below the Front Range norms: crime prevention, enforcing traffic laws, fire fighting and rescue services, street repair and maintenance, recreation facilities, recreation programs and classes, museum, maintenance of park grounds and facilities, planning, code inspection, and building/housing inspection.

Comparison of Ratings by Ward of Residence

Most of the ratings given by residents in each of the 3 Wards of Longmont were similar. For only 10 of 30 services did residents of one Ward give significantly different ratings than another. The ratings are compared by Ward of residence in Appendix II. Generally residents in Wards 2 and 3 gave higher ratings except for recreation facilities, which were rated highest in Ward 1.

2003 City Service Ratings

Service	Percent of Respondents				Total*	Mean Rating (0=Poor 100=Excellent)
	Excellent	Good	Fair	Poor		
Fire fighting and rescue services	31%	62%	7%	1%	100%	74
Library services	33%	57%	9%	1%	100%	73
Weekly trash pickup	31%	53%	12%	4%	100%	70
Recycling pickup	29%	53%	15%	3%	100%	69
Electric services	21%	64%	14%	1%	100%	68
Snow removal on major streets	22%	60%	13%	4%	100%	67
Sewer services	14%	68%	15%	3%	100%	65
Providing tap water	23%	54%	18%	5%	100%	65
Fire inspection & fire safety education	18%	62%	18%	2%	100%	65
Recreation facilities	20%	57%	17%	6%	100%	64
Emergency police services	18%	59%	19%	5%	100%	64
Maintenance of park grounds	15%	62%	19%	4%	100%	63
Utility billing	16%	61%	20%	4%	100%	63
Emergency dispatch	18%	56%	18%	8%	100%	62
Services for seniors	19%	50%	23%	9%	100%	59
Recreation programs and classes	14%	57%	22%	7%	100%	59
Museum	15%	51%	27%	7%	100%	58
Street lighting	9%	58%	27%	7%	100%	56
Street cleaning	9%	57%	28%	7%	100%	56
Water conservation	11%	57%	23%	9%	100%	56
Electric conservation	7%	55%	31%	7%	100%	54
Maintaining landscaping along the public right-of-way	9%	50%	30%	10%	100%	53
Services for youth	11%	47%	31%	12%	100%	52
Crime prevention	7%	48%	33%	11%	100%	51
Enforcing traffic laws	6%	49%	32%	13%	100%	49
Building inspection	5%	47%	36%	13%	100%	48
Timing of traffic signals	5%	40%	34%	20%	100%	44
Street repair/maintenance	3%	41%	41%	15%	100%	44
Planning	4%	37%	40%	19%	100%	42
Code enforcement	4%	29%	36%	31%	100%	36

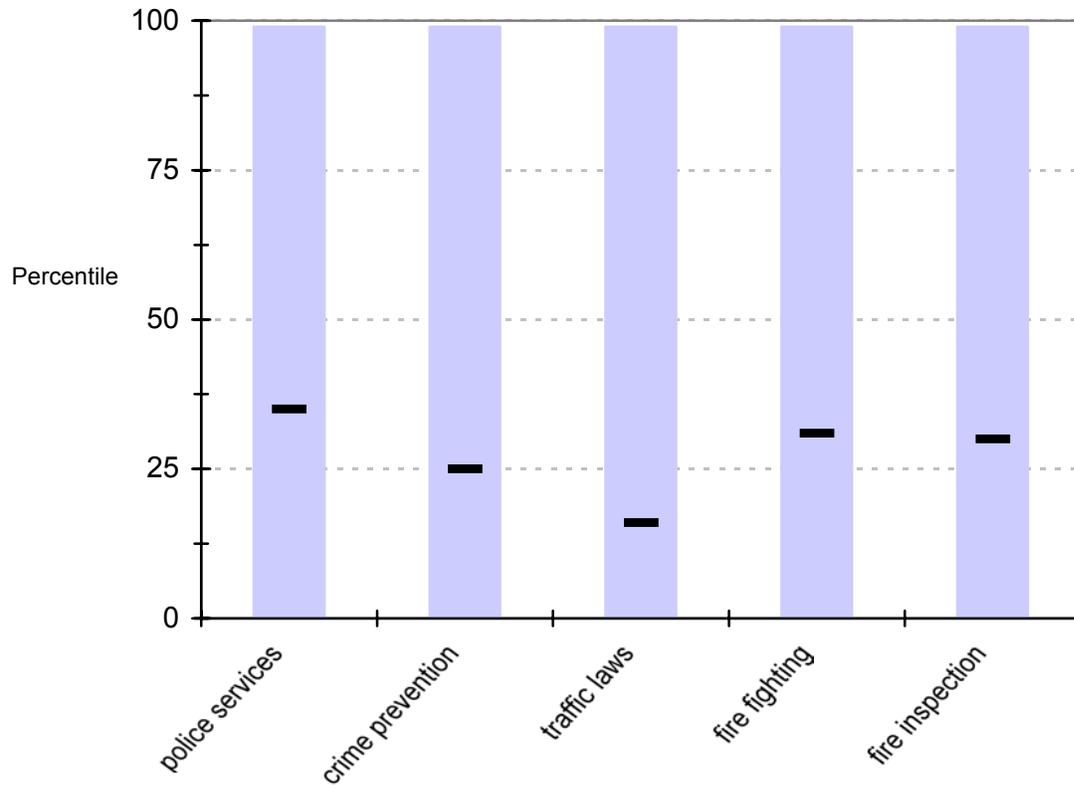
**Percents may not equal 100 due to rounding.*

2003 Ratings of Services Compared to Past Evaluations

Service	Mean Rating (0=Poor 100=Excellent)						
	2003	2002	2001	2000	1998	1996	1994
Fire fighting and rescue services	74	77	74	75	76	Different wording	73
Library services*	73	77	76	77	77	79	77
Weekly trash pickup*	70	74	71	65	71	69	71
Recycling pickup	69	72	69	64	74	72	66
Electric services	68	71	68	70	72	73	73
Snow removal on major streets*	67	62	65	65	63	61	not asked
Sewer services*	65	69	67	69	69	71	66
Providing tap water	65	68	67	65	68	72	72
Fire inspection and fire safety education	65	67	67	69	68	Different wording	not asked
Recreation facilities*	64	69	60	58	57	61	not asked
Emergency police services*	64	68	70	67	70	Different wording	not asked
Maintenance of park grounds*	63	70	72	71	73	72	67
Utility billing*	63	67	62	66	66	68	not asked
Emergency dispatch*	62	71	70	68	71	70	not asked
Services for seniors*	59	69	68	62	68	70	not asked
Recreation programs and classes*	59	67	64	61	65	67	56
Museum*	58	63	61	59	61	64	not asked
Street lighting*	56	63	66	66	65	66	not asked
Street cleaning*	56	60	64	63	66	66	not asked
Water conservation	56	58	60	60	62	62	not asked
Electric conservation*	54	60	60	61	59	58	not asked
Maintaining landscaping*	53	63	68	62	67	68	59
Services for youth*	52	56	59	54	53	56	not asked
Crime prevention*	51	57	63	62	59	59	not asked
Enforcing traffic laws*	49	56	60	60	61	59	52
Building inspection*	48	56	60	61	63	not asked	not asked
Timing of traffic signals*	44	51	56	50	52	48	not asked
Street repair/maintenance*	44	49	54	50	51	50	not asked
Planning*	42	53	55	49	54	52	not asked
Code enforcement*	36	49	55	50	51	51	not asked

* Asterisk notes statistically significant differences between 2003 and 2002 ratings. (Significant at $p < .05$.)

Quality of Public Safety Services: Longmont and the Nation



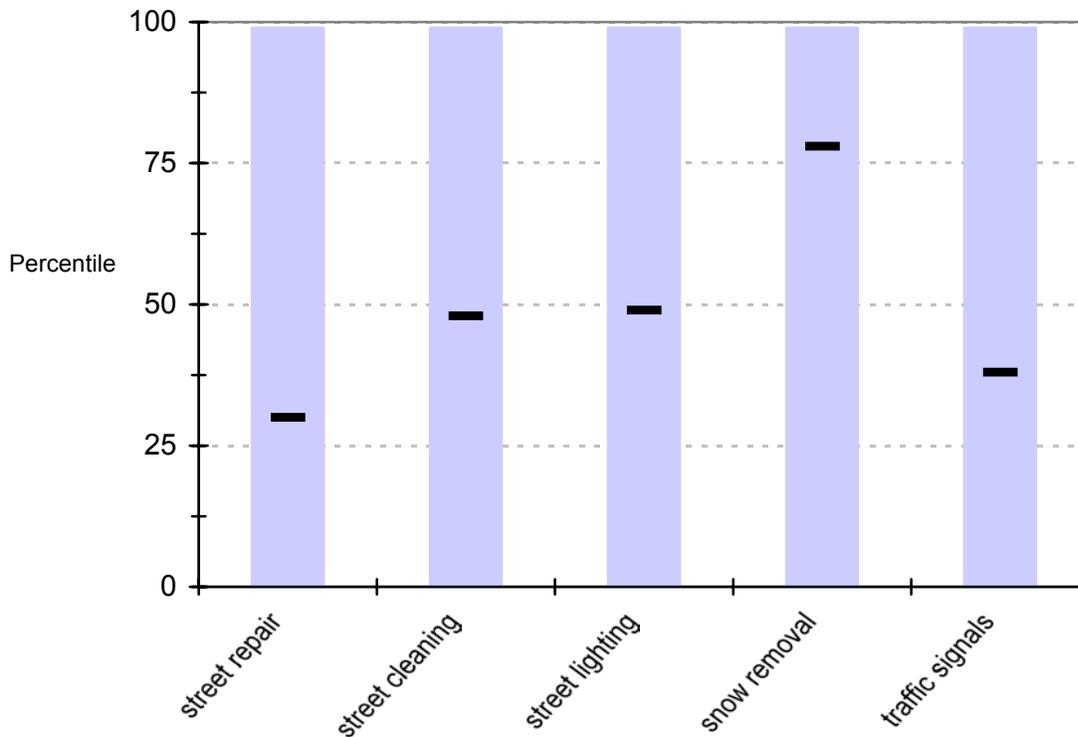
Quality of Public Safety Services: Longmont and the Nation

	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Emergency police services	64	150	229	35%ile	Below the norm
Crime prevention	51	46	60	25%ile	Below the norm
Enforcing traffic laws	49	80	94	16%ile	Below the norm
Fire fighting and rescue services	74	114	164	31%ile	Below the norm
Fire inspection and fire safety education	65	31	43	30%ile	Below the norm

Quality of Public Safety Services: Longmont and the Front Range

	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Emergency police services	64	11	15	33%ile	Similar to the norm
Crime prevention	51	5	6	33%ile	Below the norm
Enforcing traffic laws	49	14	18	28%ile	Below the norm
Fire fighting and rescue services	74	9	11	27%ile	Below the norm
Fire inspection and fire safety education	65	Not available	Not available	Not available	Not available

Quality of Transportation Services: Longmont and the Nation

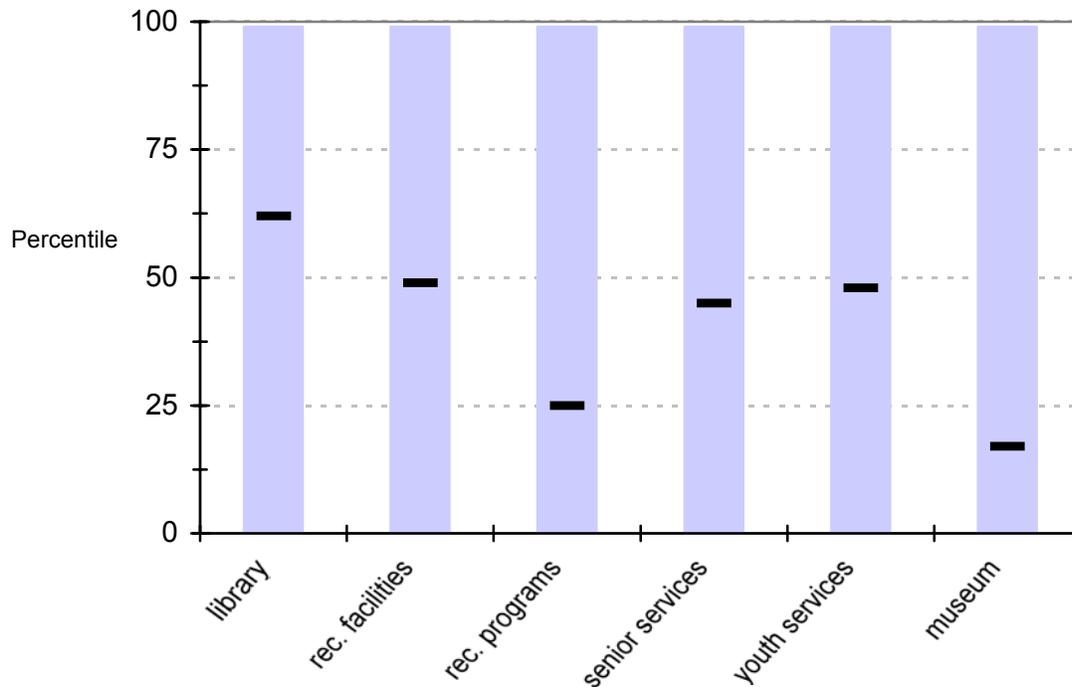


Quality of Transportation Services: Longmont and the Nation

	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Street repair and maintenance	44	130	185	30%ile	Below the norm
Street cleaning	56	62	117	48%ile	Similar to the norm
Street lighting	56	53	102	49%ile	Similar to the norm
Snow removal from major streets	67	21	91	78%ile	Above the norm
Timing of traffic signals	44	27	42	38%ile	Below the norm

Quality of Transportation Services: Longmont and the Front Range					
	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Street repair and maintenance	44	16	21	29%ile	Below the norm
Street cleaning	56	8	18	61%ile	Similar to the norm
Street lighting	56	5	8	50%ile	Similar to the norm
Snow removal from major streets	67	2	22	95%ile	Above the norm
Timing of traffic signals	44	3	6	67%ile	Similar to the norm

Quality of Recreation and Human Services: Longmont and the Nation



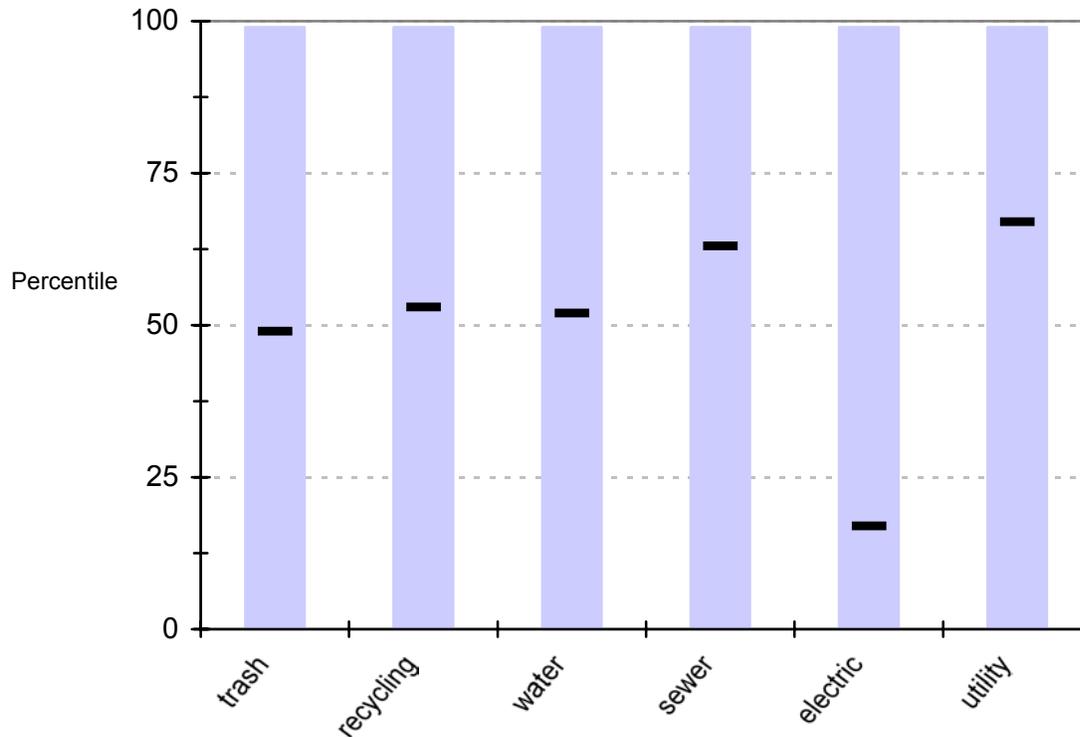
Quality of Recreation and Human Services: Longmont and the Nation

	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Library services	73	52	133	62%ile	Similar to the norm
Recreation facilities	64	41	79	49%ile	Similar to the norm
Recreation programs and classes	59	101	133	25%ile	Below the norm
Services for seniors	59	43	76	45%ile	Similar to the norm
Youth services sponsored program	52	35	66	48%ile	Similar to the norm
Museum	58	11	12	17%ile	Below the norm

Quality of Recreation and Human Services: Longmont and the Front Range

	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Library services	73	8	12	42%ile	Similar to the norm
Recreation facilities	64	12	17	35%ile	Below the norm
Recreation programs and classes	59	12	15	27%ile	Below the norm
Services for seniors	59	8	13	46%ile	Similar to the norm
Youth services sponsored program	52	7	11	45%ile	Similar to the norm
Museum	58	5	5	20%ile	Below the norm

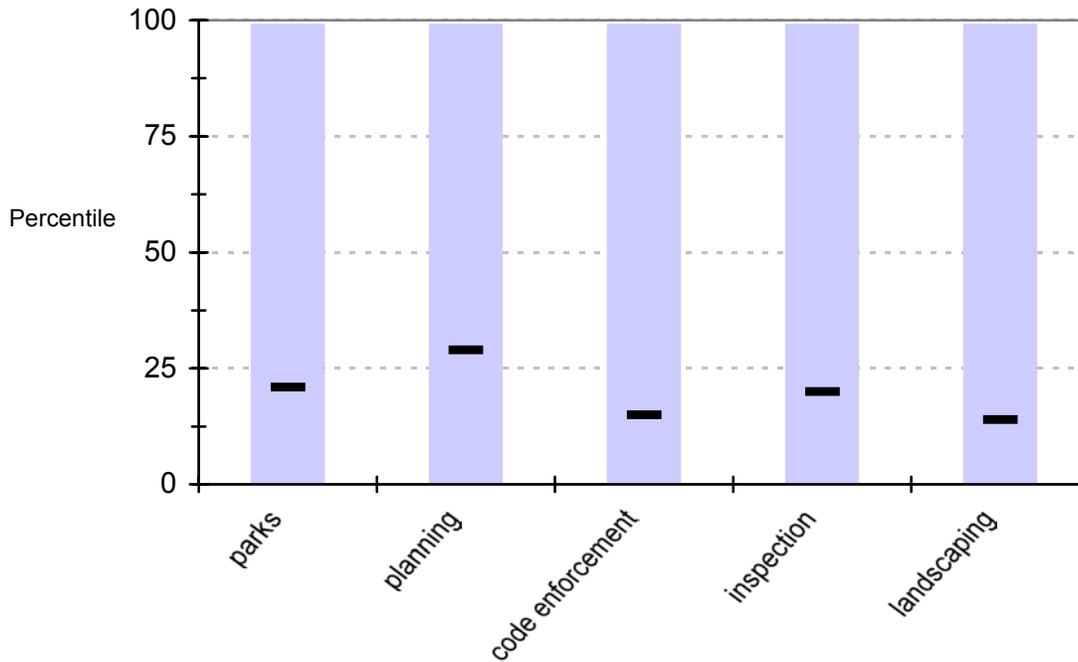
Quality of Utility Services: Longmont and the Nation



Quality of Utility Services: Longmont and the Nation					
	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Weekly trash pick up	70	78	150	49%ile	Similar to the norm
Twice a month recycling pick up	69	52	108	53%ile	Similar to the norm
Tap water	65	40	81	52%ile	Similar to the norm
Sewer services	65	28	73	63%ile	Above the norm
Electric services	68	11	12	17%ile	Below the norm
Utility billing	63	6	15	67%ile	Below the norm

Quality of Utility Services: Longmont and the Front Range					
	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Weekly trash pick up	70	4	6	50%ile	Similar to the norm
Twice a month recycling pick up	69	5	8	50%ile	Similar to the norm
Tap water	65	8	11	36%ile	Similar to the norm
Sewer services	65	7	9	33%ile	Similar to the norm
Electric services	68	Not available	Not available	Not available	Not available
Utility billing	63	2	5	80%ile	Similar to the norm

Quality of Planning, Code Enforcement and Maintenance Services: Longmont and the Nation



Quality of Planning, Code Enforcement and Maintenance Services: Longmont and the Nation

	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Maintenance of park grounds and facilities	63	96	121	21%ile	Below the norm
Planning	42	28	38	29%ile	Below the norm
Code enforcement	36	94	109	15%ile	Below the norm
Building and housing inspection	48	25	30	20%ile	Below the norm
Maintaining landscaping	53	7	7	14%ile	Below the norm

Quality of Planning, Code Enforcement and Maintenance Services: Longmont and the Front Range

	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Maintenance of park grounds and facilities	63	12	13	15%ile	Below the norm
Planning	42	4	5	40%ile	Below the norm
Code enforcement	36	16	16	6%ile	Below the norm
Building and housing inspection	48	10	12	25%ile	Below the norm
Maintaining landscaping	53	Not available	Not available	Not available	Not available

Importance of City Services

Residents were also asked to rate the importance of each service on a scale where 1 = not at all important and 4 = very important. These ratings were converted to the 100-point scale for ease of comparison (see table on following page).

Services considered the most important were fire fighting and rescue services, emergency police services, emergency dispatch, crime prevention, and providing tap water. All received ratings of 85 points or higher on the 100-point scale.

Although the museum, maintaining landscaping, street cleaning, code enforcement, utility billing, and recreation programs/classes were rated as the least important of the services listed, on average, they were all still considered “somewhat important”.

Comparison of 2003 Importance Ratings to 2002 Importance Ratings

A number of importance ratings were lower in 2003 than in 2002. Services considered less important were: weekly trash pickup (5 points lower on the 100-point scale), services for seniors (6 points lower), planning (9 points lower), library services (12 points lower), services for youth (9 points lower), electric conservation (6 points lower), maintenance of park grounds (6 points lower), recreation facilities (11 points lower), building inspection (9 points lower), utility billing (6 points lower), code enforcement (5 points lower), recreation programs and classes (14 points lower), street cleaning (11 points lower), maintaining landscaping (6 points lower) and museum (9 points lower).

2003 Importance Ratings of Government Services

Service	Percent of Respondents				Total*	Mean Rating (0=Not at All Important, 100=Very Important)
	Very important	Important	Somewhat important	Not at all important		
Fire fighting and rescue services	78%	21%	1%	~0%	100%	92
Emergency police services	75%	22%	3%	~0%	100%	91
Emergency dispatch	76%	23%	2%	~0%	100%	91
Providing tap water	73%	24%	2%	1%	100%	90
Crime prevention	71%	27%	2%	~0%	100%	89
Electric services	57%	39%	3%	1%	100%	84
Water conservation	55%	38%	7%	1%	100%	83
Snow removal on major streets	55%	38%	7%	1%	100%	82
Fire inspection and fire safety education	52%	40%	8%	~0%	100%	81
Street repair/maintenance	48%	47%	5%	~0%	100%	81
Sewer services	52%	39%	8%	1%	100%	81
Weekly trash pickup	45%	47%	7%	1%	100%	79
Enforcing traffic laws	43%	45%	11%	1%	100%	77
Street lighting	42%	46%	11%	1%	100%	76
Planning	40%	46%	13%	1%	100%	75
Timing of traffic signals	40%	43%	16%	~0%	100%	74
Recycling pickup	36%	47%	15%	2%	100%	73
Services for seniors	36%	47%	14%	3%	100%	72
Library services	32%	50%	16%	2%	100%	71
Services for youth	35%	46%	17%	2%	100%	71
Electric conservation	31%	51%	15%	3%	100%	70
Maintenance of park grounds	22%	57%	21%	~0%	100%	67
Recreation facilities	23%	54%	21%	2%	100%	66
Building inspection	24%	53%	21%	2%	100%	66
Utility billing	21%	58%	19%	3%	100%	65
Code enforcement	26%	48%	23%	3%	100%	65
Recreation programs and classes	16%	49%	32%	3%	100%	60
Street cleaning	18%	42%	38%	3%	100%	58
Maintaining landscaping	14%	48%	35%	3%	100%	58
Museum	12%	41%	42%	6%	100%	53

**Percents may not equal 100 due to rounding.*

Comparison of Ratings of Service Importance

Service	Mean Rating (0 = Not at All Important, 100 = Very Important)					
	2003	2002	2001	2000	1998	1996
Fire fighting and rescue services	92	95	94	93	93	different wording
Emergency police services	91	93	92	92	94	Different wording
Emergency dispatch	91	93	92	92	93	93
Providing tap water	90	88	89	88	87	90
Crime prevention	89	91	91	91	91	93
Electric services	84	85	85	82	82	87
Water conservation	83	83	80	78	77	80
Snow removal on major streets	82	81	81	83	81	86
Fire inspection and fire safety education	81	84	84	83	82	different wording
Street repair and maintenance	81	83	83	85	82	84
Sewer services	81	83	83	83	81	87
Weekly trash pickup*	79	84	84	82	82	85
Enforcing traffic laws	77	80	81	82	79	83
Street lighting	76	79	80	80	79	82
Planning*	75	81	80	80	77	80
Timing of traffic signals	74	75	74	76	71	73
Recycling pickup	73	75	73	74	75	78
Services for Seniors*	72	81	80	80	76	77
Library services*	71	83	81	81	80	82
Services for youth*	71	80	81	82	84	84
Electric conservation*	70	76	76	74	70	not asked
Maintenance of park grounds*	67	73	72	75	71	71
Recreation facilities*	66	77	76	74	76	72
Building inspection*	66	75	74	71	73	71
Utility billing*	65	71	70	68	67	69
Code enforcement*	65	70	70	69	69	66
Recreation programs and classes*	60	74	73	69	71	68
Street cleaning*	58	69	67	64	65	57
Maintaining landscaping*	58	64	65	66	60	62
Museum*	53	62	61	62	58	60

* Asterisk notes statistically significant differences between 2003 and 2002 ratings. (Significant at $p < .05$.)

Balancing Quality and Importance

Most government services are considered to be important, but when competition for limited resources demands that efficiencies or cutbacks be instituted, it is wise not only to know what services are deemed most important to residents' quality of life, but which services among the most important are perceived to be delivered with the lowest quality. It is these services – more important services delivered with lower quality – to which attention needs to be paid first (see the table on page 35 for comparisons to 2003, 2002, 2001, 2000, 1998 and 1996).

To identify the services perceived by residents to have *relatively* lower quality at the same time as *relatively* higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance³. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance) and some services were in the bottom half of both lists.

Ratings of importance were compared to ratings of satisfaction (see table on following page). Services were classified as “more important” if they were rated 81 or higher on the 100-point scale. Services were rated as “less important” if they received an average rating of less than 80.

Services receiving a satisfaction rating of 65 or higher were considered of “higher quality” and those with an average rating lower than 65 as “lower quality.” Services which were categorized as higher in importance and higher in quality were: fire fighting and rescue services, providing tap water, electric services, snow removal on major streets, fire inspection and fire safety education, and sewer services.

Higher in importance, lower in quality: emergency police services, emergency dispatch, crime prevention, water conservation, and street repair/maintenance.

Lower in importance, higher in quality: Weekly trash pickup, recycling pickup, and library services.

Lower in importance, lower in quality: enforcing traffic laws, street lighting, planning, timing of traffic signals, services for seniors, services for youth, electric conservation, maintenance of park grounds, recreation facilities, building inspection, utility billing, code enforcement, recreation programs and classes, street cleaning, maintaining landscaping, and museum.

³ The reader must remember that all but a few Longmont city services received evaluations close to “Good” or better on the 100-point scale and several were similar to or above the national comparison. Similarly, most services were seen to be, on average, important to the quality of life of local residents. Because there is competition among services for limited local resources, this analysis ranks good services and important services to find the best and most important from the perspective of local residents.

Comparison of Quality and Importance	
Higher Importance/Higher Quality	Lower Importance/ Higher Quality
Fire fighting and rescue services Providing tap water Electric services Snow removal on major streets Fire inspection and fire safety education Sewer services	Weekly trash pickup Recycling pickup Library services
Higher Importance/Lower Quality	Lower Importance/Lower Quality
Emergency police services Emergency dispatch Crime prevention Water conservation Street repair/maintenance	Enforcing traffic laws Street lighting Planning Timing of traffic signals Services for seniors Services for youth Electric conservation Maintenance of park grounds Recreation facilities Building inspection Utility billing Code enforcement Recreation programs and classes Street cleaning Maintaining landscaping Museum

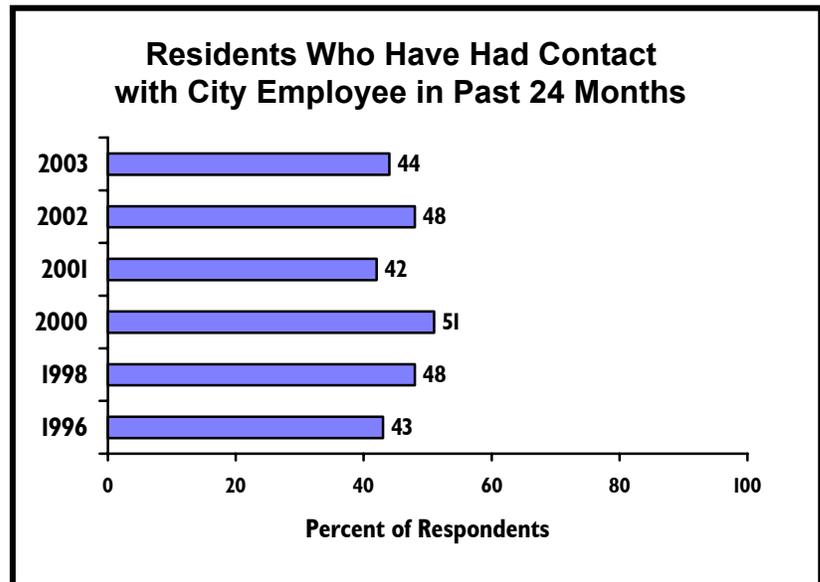
Comparison to Previous Years

Crime prevention has been considered higher in importance and lower in quality since 1996. Water conservation and street repair and maintenance have been in that category in each of the last 5 survey years. Two new services were added to the list of higher importance, but of lower quality: emergency police services and emergency dispatch. Five services have been a concern in the past, but did not arise in 2002 or 2003: services for youth, recreation facilities, electric conservation, services for seniors and timing of traffic signals.

Comparison of Services with Higher Importance and Lower Quality: 2003, 2002, 2001, 2000, 1998 and 1996						
Service	2003	2002	2001	2000	1998	1996
Crime prevention	X	X	X	X	X	X
Water conservation	X	X	X	X	X	
Enforcing traffic laws		X	X	X	X	
Planning		X	X	X	X	
Street repair and maintenance	X	X	X	X	X	
Snow removal		X			X	X
Services for youth			X	X	X	X
Recreation facilities			X		X	
Electric conservation			X			
Services for seniors				X		
Timing of traffic signals				X		
Emergency police services	X					
Emergency dispatch	X					

Contacting City Government

- About 44% of the residents responding to the survey reported contacting the city of Longmont in the past 24 months, a decrease from 48% in 2002.



The most common contact was with employees from the police department (24% of those making contact with a city employee). Utilities (11%) and recreation (10%) had the next most frequent interactions with the public (see table below).

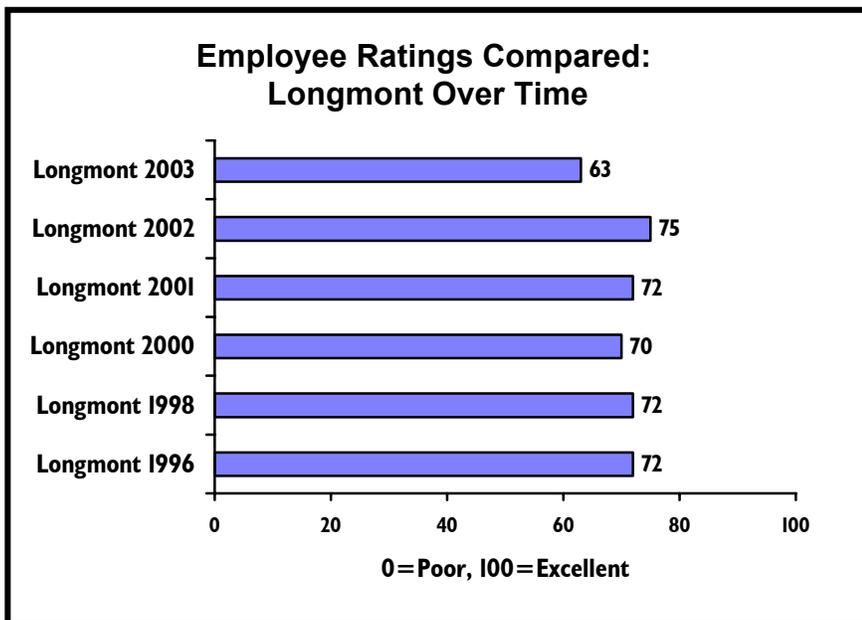
Top Reasons for Most Recently Contacting the City of Longmont						
Reasons	Percent of Responses					
	2003	2002	2001	2000	1998	1996
Police (traffic, crime investigation, etc.)	24%	16%	11%	24%	15%	19%
Utilities	11%	3%	5%	8%	14%	14%
Recreation (course instruction, etc.)	10%	6%	2%	3%	4%	3%
Sanitation / Trash	7%	14%	20%	24%	21%	25%
Building code / inspection (home and business)	7%	8%	7%	7%	8%	6%
EMS	7%	3%	3%	2%	~0%	~0%
Fire	4%	2%	2%	3%	3%	1%
Park repair and clean-up	2%	4%	3%	3%	1%	1%
Water	3%	4%	4%	2%	3%	9%
Animal licensing and control	3%	2%	2%	2%	4%	4%
Planning	2%	2%	1%	2%	~0%	~0%
Recycling	2%	2%	1%	3%	~0%	~0%
Utility Billing	1%	14%	19%	N/A	N/A	N/A
Street / Sidewalk repair and clean-up	1%	10%	4%	5%	6%	8%
Library	1%	1%	1%	N/A	N/A	N/A
Tree trimming	1%	~0%	1%	N/A	N/A	N/A
New resident information	~0%	5%	4%	3%	5%	2%
Other	14%	2%	3%	3%	3%	2%
Don't know	~0%	4%	8%	5%	7%	6%
Total*	100%	100%	100%	100%	100%	100%

* Percents may not add to 100 due to rounding.

Respondents rated their most recent contact in terms of employees' knowledge, professional attitude, and willingness to help or understand, and then gave an overall impression of the employee (see table below). Over 70% of those coming in contact with city employees rated the employees as "good" or "excellent" in every category.

Ratings of City Employees						
Characteristic	Percent of Respondents				Total*	Mean Rating (0=Poor 100=Excellent)
	Excellent	Good	Fair	Poor		
Treated you with respect	40%	41%	11%	8%	100%	71
Knowledge of issue	34%	49%	12%	6%	100%	70
Willingness to help or understand	35%	38%	16%	11%	100%	66
How easy it was to get in touch with the employee	26%	45%	19%	10%	100%	63
Overall impression	29%	45%	14%	12%	100%	63

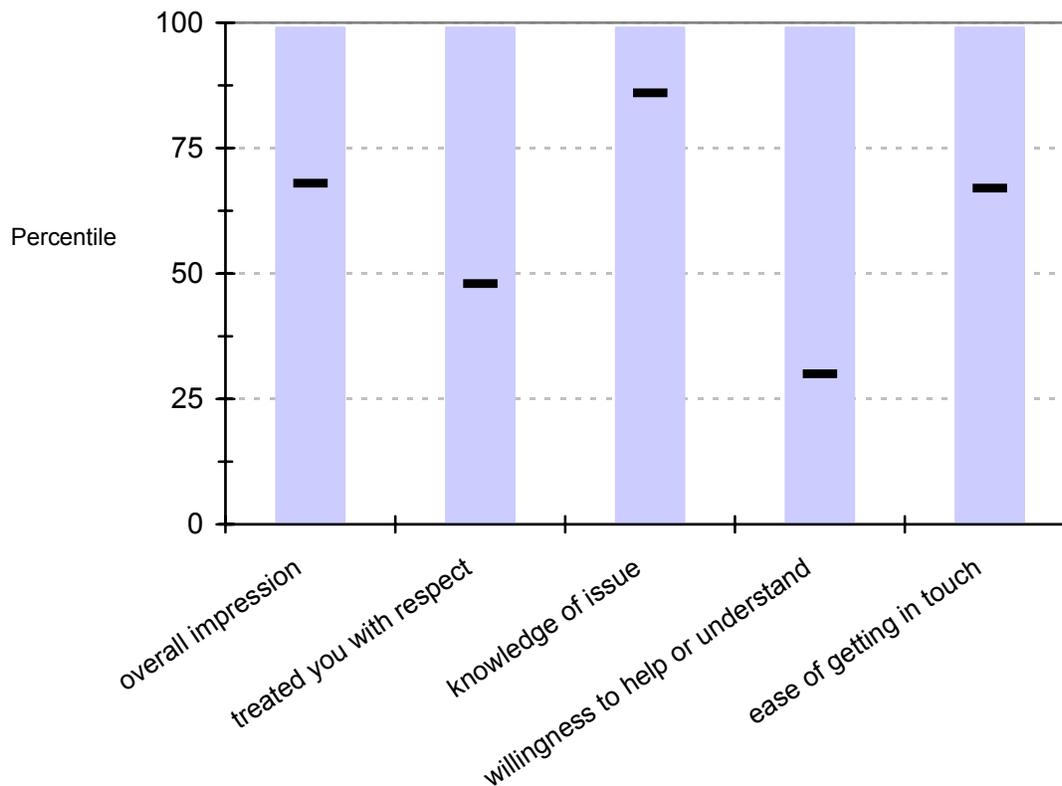
**Percents may not add to 100 due to rounding.*



- 2003 ratings were lower than those given in 1996, 1998, 2000, 2001 and 2002.

- When compared to employee ratings across the nation, Longmont employees were rated similar to or above employees across the nation. Ratings of Longmont employees were similar to or higher than ratings given to employees in other jurisdictions across the Front Range.

Ratings of Contact with the City Employees: Longmont and the Nation



Ratings of Contact with the City Employees: Longmont and the Nation

	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Overall impression	63	29	88	68%ile	Above the norm
Treated you with respect	71	24	44	48%ile	Similar to the norm
Knowledge of issue	70	9	57	86%ile	Above the norm
Willingness to help or understand	66	15	20	30%ile	Similar to the norm
Ease of getting in touch	63	24	69	67%ile	Above the norm

Ratings of Contact with the City Employees: Longmont and the Front Range

	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Overall impression	63	9	16	50%ile	Similar to the norm
Treated you with respect	71	4	5	40%ile	Similar to the norm
Knowledge of issue	70	6	13	62%ile	Above the norm
Willingness to help or understand	66	3	6	67%ile	Similar to the norm
Ease of getting in touch	63	5	8	50%ile	Similar to the norm

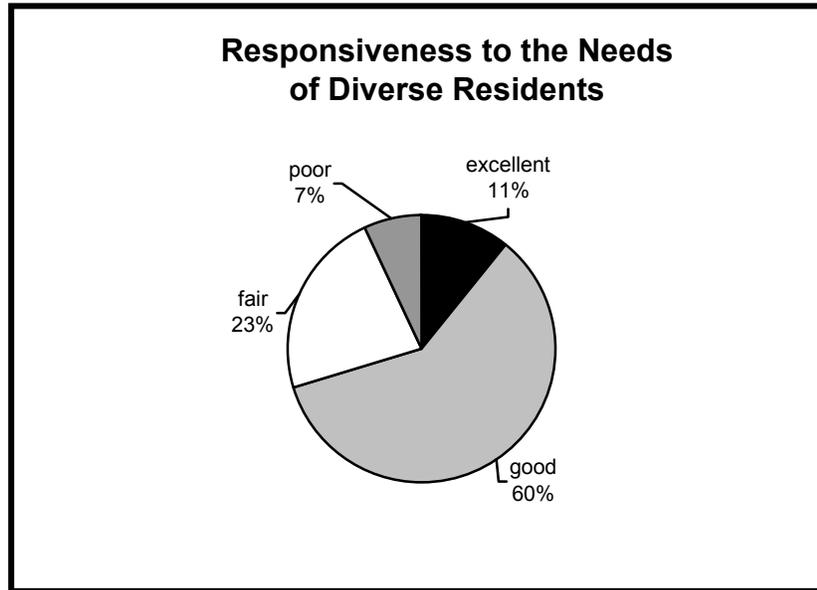
Ratings of Longmont Employee by Demographics					
	Average Rating (100=Excellent, 0=Poor)				
	Knowledge of issue	Treated you with respect	Willingness to help or understand	Easy to get in touch	Overall impression
Race*					
White	72	74	69	66	66
Non-white	65	62	54	54	55
Ethnicity*					
Hispanic origin	61	67	61	57	61
Not of Hispanic origin	72	73	67	63	64
Sex of Respondent*					
Female	74	74	69	65	66
Male	66	69	62	59	60
Respondent Age*					
18-34	70	70	65	66	64
35-54	69	70	65	62	63
55+	77	81	69	57	65
Level of Education*					
High School degree or less	69	70	60	57	59
More than High School education	71	72	69	66	66
Attached or Detached*					
Detached	72	72	67	64	65
Attached	64	68	59	59	58
Rent or Own*					
Rent	65	67	59	60	58
Own	72	73	67	64	65

* Asterisk notes statistically significant differences between one or more subgroups. (Significant at $p < .05$.)

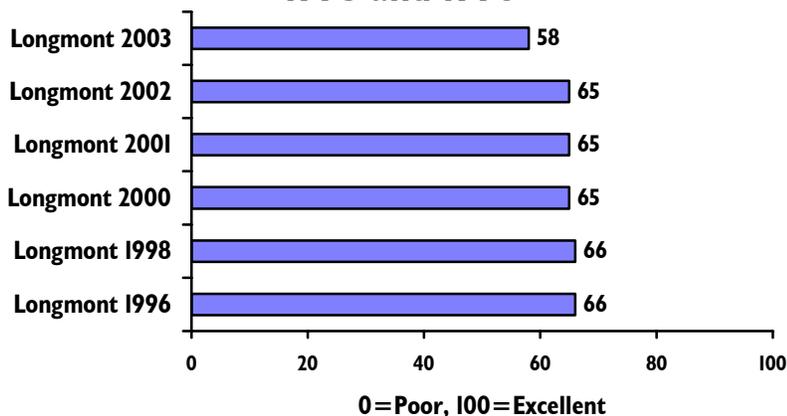
Government Response to Diverse needs

As in the previous surveys, respondents were asked to rate how well the City of Longmont responds to the needs of its diverse residents. The following charts display ratings of the city's responsiveness.

- Over 70% percent of the residents surveyed rated the city as either “excellent” or “good” at being responsive to the needs of diverse residents. *Note: percents do not equal 100 due to rounding.*



Government's Responsiveness Compared: 2003, 2002, 2001, 2000, 1998 and 1996



- Average ratings in 2003 were lower than in prior years. This was the first year the ratings dropped by more than one point.

The ratings were compared by Ward of residence and by respondent socio-demographic characteristics (see table below).

Longmont's Responsiveness to the Needs of its Diverse Residents						
By Race, Ethnicity, Age, Ward and Sex						
	Mean Rating (0=Poor, 100=Excellent)					
	2003	2002	2001	2000	1998	1996
Race*						
White	60	65	65	66	66	67
Non-White	51	64	63	70	66	61
Ethnicity*						
Hispanic	53	65	64	68	67	61
Non-Hispanic	59	65	65	66	66	67
Age*						
18-34	54	64	62	64	66	65
35-54	59	65	66	64	66	65
55 +	60	66	67	69	66	69
Ward						
1	57	64	65	67	66	67
2	57	63	65	64	65	65
3	59	66	61	65	66	65
Sex						
Female	58	-	-	-	-	-
Male	57	-	-	-	-	-

* An asterisk notes statistically significant differences between one or more subgroups. (Significant at $p < .05$.)

- The figure to the right illustrates that 3% of the respondents reported having been treated inappropriately by a city employee in the last 12 months because of race, national origin, age, religious affiliation, or gender. Of those 3% of respondents, 14% stated they reported the inappropriate behavior to a public official.



Public Information

Public Information Sources

Respondents were asked how frequently they used each of the news sources. The most frequently used news sources were the *Daily Times Call*, the utility billing statement, newspaper other than the *Daily Times Call* and word of mouth/friends.

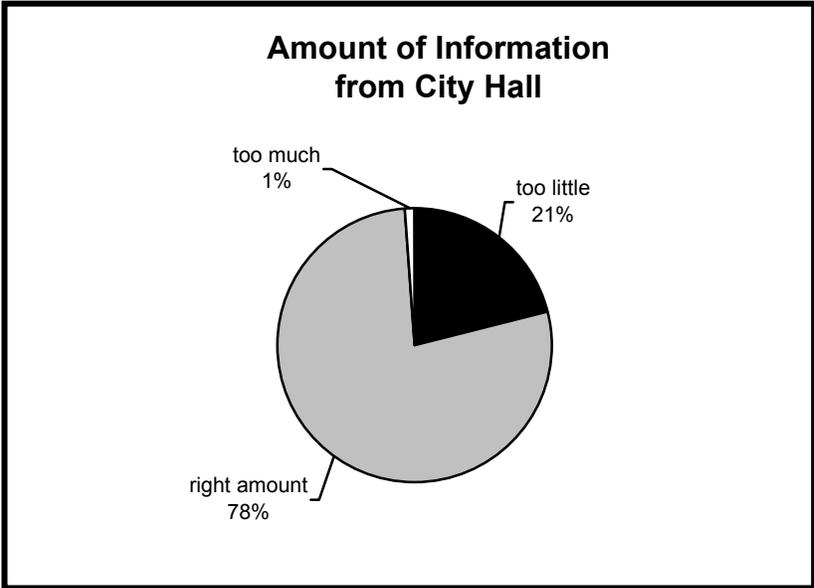
In 2003, this question was asked differently than in past years. In the past, respondents were asked which news sources they used, without prompting the names of any sources. This year, respondents were asked how frequently they used each source, using a prompted list.

Sources of Information about the City of Longmont

Sources	Percent of Respondents Listing News Source					Total*
	Very frequently	Somewhat frequently	Somewhat infrequently	Very infrequently	Never	
Newspaper - Daily-Times Call	46%	16%	14%	13%	11%	100%
Utility billing statement (message on bill)	35%	31%	14%	12%	9%	100%
Newspaper other than Daily-Times Call	23%	17%	17%	17%	26%	100%
Word of mouth/friends	22%	31%	19%	16%	12%	100%
Cityline Newsletter (newsletter in utility bill)	17%	24%	18%	13%	29%	100%
Phone book	13%	32%	25%	19%	11%	100%
Entrance signs into city	11%	26%	22%	21%	20%	100%
Recreation brochures	10%	25%	20%	20%	25%	100%
Twin Peaks Mall display	6%	16%	21%	28%	29%	100%
Longmont Web Site	5%	12%	15%	15%	53%	100%
Golden Outlook (Senior newsletter)	4%	4%	8%	9%	75%	100%
Bulletin Board in city buildings	3%	6%	19%	22%	51%	100%
Channel 14 - Govt. Access (Bulletin Board)	2%	4%	10%	18%	66%	100%
City Source	1%	5%	13%	17%	64%	100%
Attending/Watching Council meetings (Channel 3)	1%	8%	17%	25%	49%	100%
Behind the Badge	1%	3%	8%	14%	75%	100%
KLMO radio station (Longmont)	1%	3%	6%	14%	76%	100%
Other	10%	6%	6%	10%	67%	100%

**Percents may not equal 100 due to rounding.*

- The figure to the right shows that most residents felt they are getting the right amount of information from City Hall. Approximately 21% felt there was too little information and very few (1%) felt that too much information is being provided to residents.



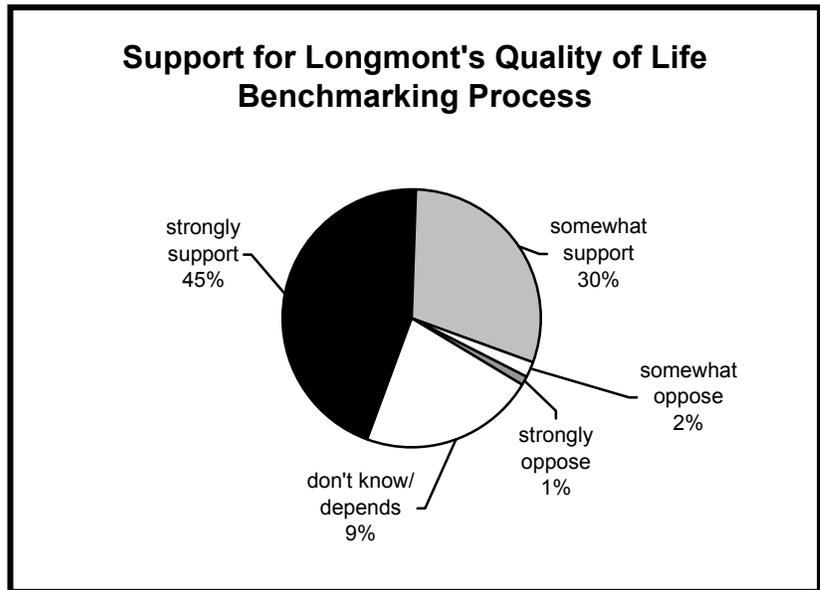
A slightly larger percentage of respondents rated the amount of information provided by the city as “too little” than in 2002.

Amount of Information Received from City Hall Compared						
Amount	Percent of Respondents					
	2003	2002	2001	2000	1998	1996
Too Little	21%	20%	24%	17%	28%	25%
About Right	78%	78%	73%	79%	70%	72%
Too Much	1%	3%	3%	4%	2%	3%

Quality of Life Benchmarking Process

Respondents to the survey were asked whether they supported the City of Longmont's Quality of Life Benchmarking process.

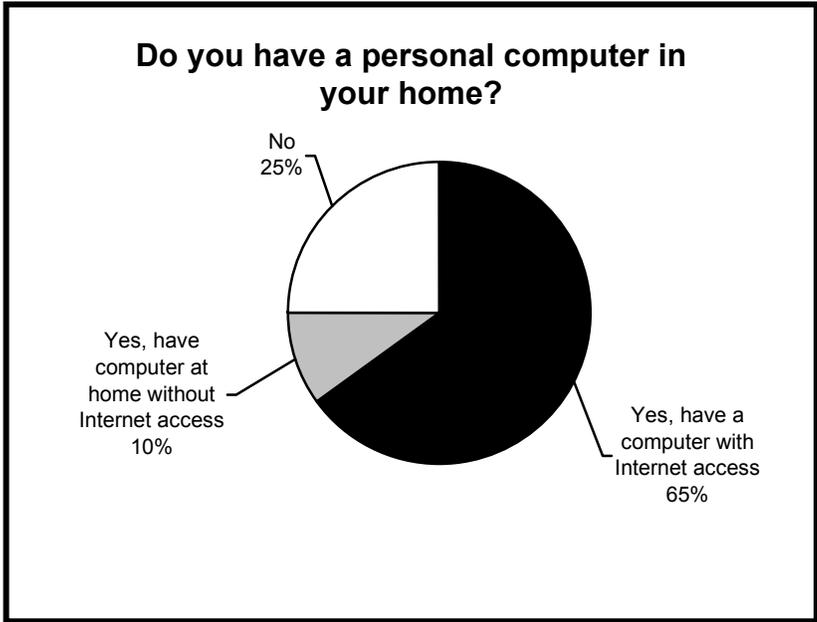
- Approximately 96% of respondents supported Longmont's Quality of Life Benchmarking Process.



Computer and Internet Access

Survey respondents were asked if they have a personal computer in their home and to indicate how often they used the Internet to make purchases or pay for services. Respondents were also asked to indicate how often they used the City of Longmont Web site.

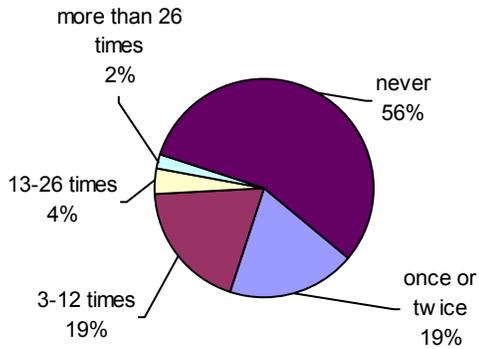
- Seventy-five percent of the respondents reported having a computer in their home, but 10% reported not having Internet access.



When asked how often they made purchases or paid for services using the Internet, about (13%) of the residents surveyed reported once or twice in the 12 months prior to the survey. Twenty-two percent of respondents reported purchased/paid three to twelve times, while 11% reported using the Internet to purchase/pay 13 to 26 times in the 12 months prior to the survey. Fifteen percent reported using the Internet to purchase/pay more than 25 times in the 12 months prior to the survey.

Resident Purchasing on Internet in Past 12 Months				
Number of Times	Percent of Respondents			
	2003	2002	2001	2000
Never	39%	33%	38%	46%
Once or twice	13%	18%	17%	17%
3 to 12 times	22%	16%	15%	12%
13 to 26 times	11%	16%	14%	10%
More than 26 times	15%	9%	9%	7%
Total	100%	100%	100%	100%

How many times in the past 12 months have you used the City of Longmont Web site?



- Almost 20% of the survey respondents reported using the City of Longmont Web site once or twice in the past 12 months. The same number reported using the Web site 3-12 times in the past 12 months. Approximately 6% of respondents reported using the Longmont City Web site 13 or more times in the past 12 months.

Policy Questions

With every administration of the Longmont Customer Survey, a set of policy questions has been asked to assess resident opinion about salient issues impacting the city government and the community. In the 2003 survey, residents were asked about a variety of options to improve public transportation in Longmont, as well as their opinions about a cigarette smoke-free ordinance, a lodging tax, and what impact the economy will have in the next six months.

Public Transportation

Respondents were asked to indicate how often they ride local and regional bus routes. Ninety percent of the respondents reported never using the local Longmont buses and 89% reported never using the regional bus routes. Seven percent of the respondents reported using both routes one day per week. Less than 5% of the survey respondents reported using either bus routes more the twice a week.

Respondents Use of Local and Regional Bus Routes						
Please indicate how often you ride each type of bus.	Percent of Respondents					
	Never	1 Day per Week	2-3 Days per Week	4-5 Days per Week	6-7 Days per Week	Total*
Local bus in and around Longmont	90%	7%	3%	1%	~0%	100%
Regional bus from Longmont to Boulder, Denver, or another city in the Metro area	89%	7%	2%	1%	~0%	100%

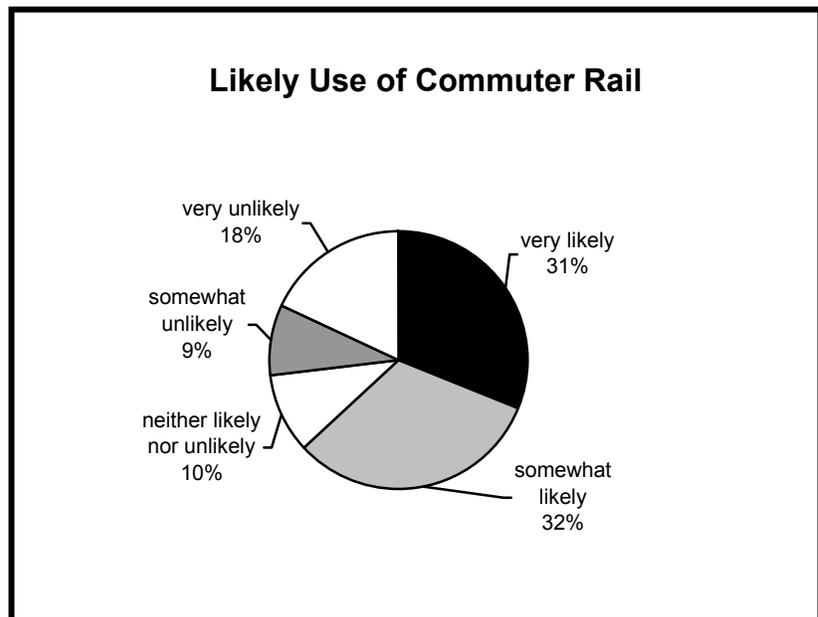
**Percents may not equal 100 due to rounding.*

Respondents were asked about the importance of a variety of improvements to the bus transit system. Increasing the number of routes was felt to be the most important, receiving a rating of 59 on a 100-point scale. Increased hours of service and frequency of service received ratings of about 61 and 62, respectively (between “somewhat important” and “important”).

Importance of Potential Improvements to the Bus Transit System						
Improvement	Percent of Respondents				Total*	Mean Rating (0=Not at all important 100=Very Important)
	Very important	Important	Somewhat important	Not at all important		
Increased frequency of service	26%	42%	21%	12%	100%	62
Increased hours of service	29%	33%	25%	13%	100%	61
Increased number of routes covering more streets in the city	31%	36%	22%	12%	100%	59

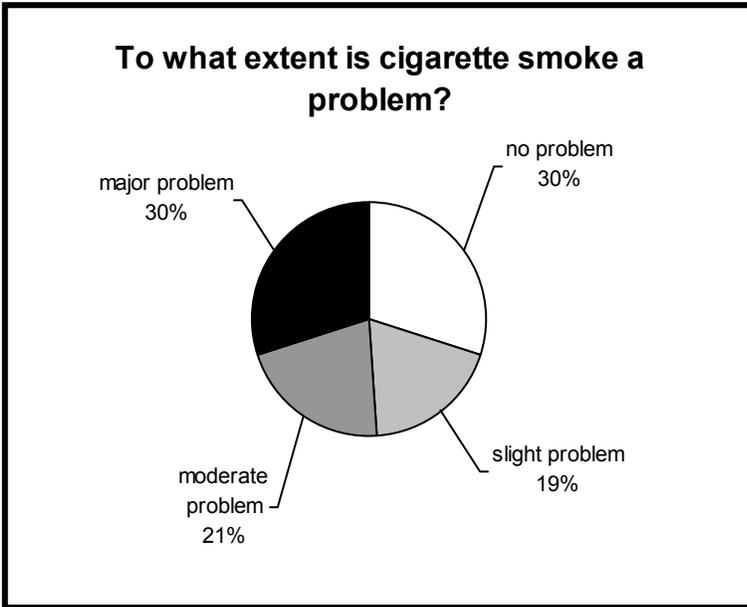
**Percents may not equal 100 due to rounding.*

- Respondents were asked about their likely use of commuter rail if it were constructed. Over 60% of respondents said that they were likely to use commuter rail. Ten percent said they were neither likely nor unlikely to use commuter rail and 27% said they were at least somewhat likely to use commuter rail.



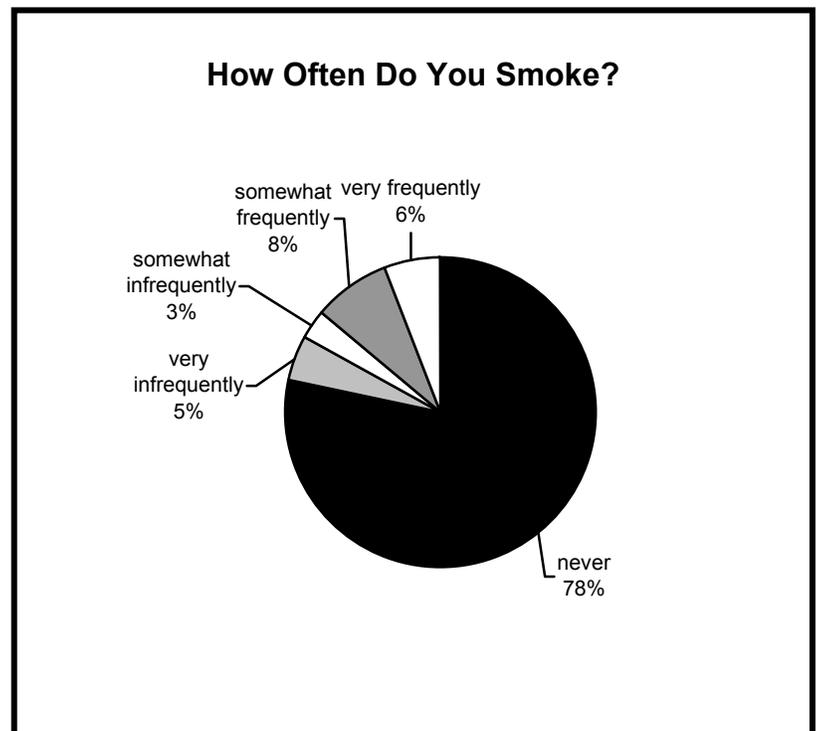
Cigarette Smoke

The City of Longmont wanted to obtain information on citizen attitudes about smoking, and to determine the level of resident support or opposition for smoking restrictions in public areas. Respondents were asked four questions about cigarette smoking.

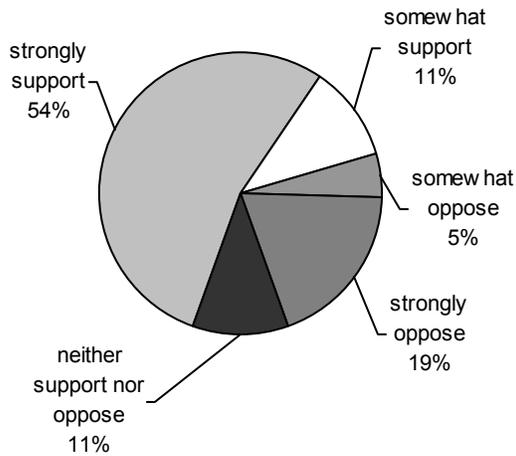


Thirty percent of the survey respondents reported that cigarette smoke in indoor environments was 'no problem' in Longmont. Seventy percent of the respondents felt cigarette smoke was at least a slight problem in indoor environments in the City of Longmont.

Respondents were also asked how often they smoke. Almost 80% of the survey respondents reported never smoking and 8% reported smoking only somewhat to very infrequently. Fourteen percent of the respondents reported smoking somewhat to very frequently.



To what extent do you support or oppose the cigarette ordinance?



Survey respondents were asked to what extent they would support or oppose an ordinance creating cigarette smoke-free indoor environment in Longmont. Sixty-five percent reported they would support the ordinance and 24% reported they opposed the ordinance. Approximately 11% were undecided.

Respondents who said that cigarette smoke is a major problem in indoor environments in Longmont were more likely to support a smoke-restricting ordinance than oppose it. Conversely, respondents who said indoor smoke is no problem were more likely to oppose the ordinance than support it.

Support for or Opposition to Smoke-Free Indoor Environment by Cigarette Smoke as a Problem						
		To what extent is cigarette smoke in indoor environments a problem in Longmont?				Total
		Percent of Respondents				
		No Problem	Slight Problem	Moderate Problem	Major Problem	
To what extent would you support or oppose an ordinance creating a cigarette smoke-free indoor environment in Longmont?	Strongly Support	11%	46%	70%	92%	54%
	Somewhat Support	8%	18%	16%	6%	11%
	Neither Support nor Oppose	13%	20%	10%	0%	10%
	Somewhat Oppose	10%	6%	3%	1%	5%
	Strongly Oppose	58%	10%	1%	2%	20%
Total		100%	100%	100%	100%	100%

* Shading notes statistically significant differences between responses. (Significant at $p < .05$.)

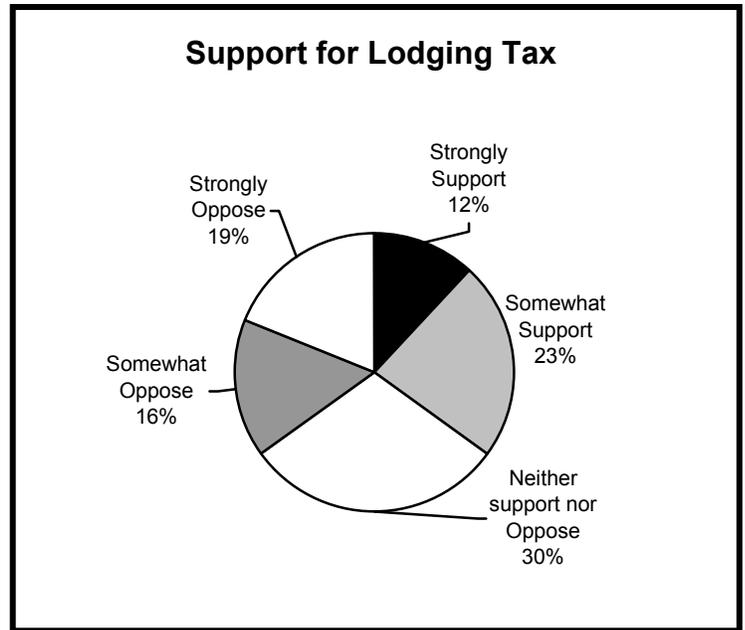
Comparisons of opinions expressed by non-smokers and smokers appear in the table below. Smokers were less concerned about indoor smoke and more opposed to a smoke-free ordinance than non-smokers.

Opinions About Indoor Smoke by Smoker Status				
		Percent of Respondents		
		Non-smoker	Smoker	Total
To what extent is cigarette smoke in indoor environments a problem in Longmont?	No Problem	18%	72%	30%
	Slight Problem	19%	16%	19%
	Moderate Problem	26%	6%	21%
	Major Problem	37%	7%	30%
Total		100%	100%	100%
To what extent would you support or oppose an ordinance creating a cigarette smoke-free indoor environment in Longmont?	Strongly Support	68%	7%	55%
	Somewhat Support	12%	7%	11%
	Neither Support nor Oppose	10%	13%	10%
	Somewhat Oppose	3%	13%	5%
	Strongly Oppose	8%	60%	19%
Total		100%	100%	100%

* Shading notes statistically significant differences between responses. (Significant at $p < .05$.)

Lodging Tax

Respondents were asked to what extent they would support a lodging tax, whereby a portion of the funds (paid by hotel and motel guests in Longmont) would be dedicated to supporting marketing Longmont as a destination city. Over 30% of the surveyed respondents reported they support the lodging tax. Thirty percent were undecided and 35% opposed the lodging tax.

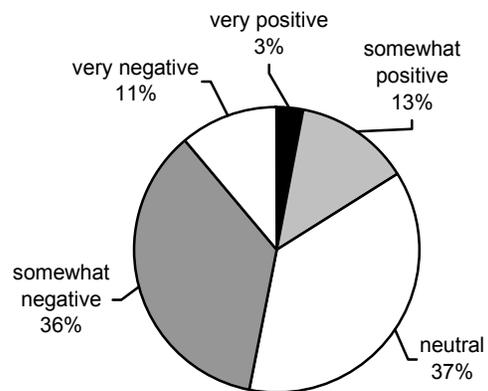


Economy Impact

Respondents were asked a series of questions regarding the economy and employment. Sixty-seven percent of the surveyed respondents reported current employment. However, 14% of the surveyed respondents reported losing a job in the last 12 months. Of the 14% respondents, it took an average of 4 months to find new employment. Forty-seven percent reported their new salary as lower than their previous salary.

- Forty-seven percent of the surveyed respondents felt the economy will have a negative impact on their household in the next six months. Thirty-seven percent were neutral and 16% felt the economy will affect their household positively.

What impact will the economy have on your family?



Appendix I. Survey Respondent Demographics

Appendix I Table 1. Number of Years Living in Longmont

Years	Percent of Respondents					
	2003	2002	2001	2000	1998	1996
0-4	28	36	32	23	24	25
5-9	17	17	16	16	16	16
10-14	11	9	12	14	10	11
15-19	6	6	7	10	9	8
20 and over	38	32	33	38	40	40
Total	100	100	100	100	100	100

Appendix I Table 2. Type of Housing Unit

Housing Unit	Percent of Respondents					
	2003	2002	2001	2000	1998	1996
Single family home	67	73	67	76	73	72
Apartment	17	13	14	10	13	13
Condo	4	3	1	2	2	2
Townhouse	7	4	4	4	8	3
Mobile home	2	3	5	3	4	4
Other	3	4	7	5	~0	7
Total	100	100	100	100	100	100

Appendix I Table 3. Tenure

Tenure	Percent of Respondents					
	2003	2002	2001	2000	1998	1996
Own	70	72	69	74	70	72
Rent	30	28	31	26	30	28
Total	100	100	100	100	100	100

Appendix I Table 4. Household Income of Respondent

Income	Percent of Respondents					
	2003	2002	2001	2000	1998	1996
Less than \$10,000	8	3	4	4	5	4
\$10,000 - \$14,999	5	4	5	5	6	9
\$15,000 - \$24,999	14	10	11	11	13	15
\$25,000 - \$34,999	13	10	12	12	14	23
\$35,000 - \$49,999	15	21	18	20	22	18
\$50,000 - \$74,999	21	21	25	23	22	20
\$75,000 - \$99,999	14	17	15	13	9	7
\$100,000 - \$149,000	8	10	10	8	8	4
\$150,000-\$199,000	2	3	2	3		
\$200,00 or more	1	3	1	~0		
Total*	100	100	100	100	100	100

**Percents may not equal 100 due to rounding.*

Appendix I Table 5. Education Level of Respondent

Education	Percent of Respondents					
	2003	2002	2001	2000	1998	1996
0 - 11 years, no diploma	14	11	14	10	7	6
High school graduate	34	31	33	37	43	44
Some college, no degree or associate degree	15	27	23	25	26	28
Associate's Degree (not asked in previous years)	6	N/A	N/A	N/A	N/A	N/A
Bachelors degree	20	18	17	17	15	15
Graduate or professional degree	12	13	13	11	9	8
Total*	100	100	100	100	100	100

**Percents may not equal 100 due to rounding.*

Appendix I Table 6. Race of Respondent

Race	Percent of Respondents					
	2003	2002	2001	2000	1998	1996
White	80	81	83	93	88	89
American Indian, Eskimo or Aleut	4	4	4	1	1	2
Asian or Pacific Islander	3	2	2	1	~0	~0
Black or African American	1	~0	1	0	1	~0
Other	13	17	14	6	10	8
Total	*	*	*	100	100	100

**Race was asked as a multiple response question for the first time in 2001 in order to correspond with Census data. Therefore, the total exceeds 100.*

Appendix I Table 7. Ethnicity of Respondent

Ethnicity	Percent of Respondents					
	2003	2002	2001	2000	1998	1996
Hispanic origin	18	19	16	9	12	11
Non-Hispanic origin	82	81	84	91	88	89
Total	100	100	100	100	100	100

Appendix I Table 8. Age of Respondent

Age	Percent of Respondents					
	2003	2002	2001	2000	1998	1996
18 – 24	5	7	7	7	10	9
25 – 34	29	25	26	21	29	30
35 – 44	20	26	27	24	23	24
45 – 54	24	21	18	22	14	14
55 – 64	7	8	9	11	9	9
65 – 74	6	6	6	8	8	14
75 – 84	6	4	6	6	5	
85 older	3	2	2	1	1	
Total*	100	100	100	100	100	100

**Percents may not equal 100 due to rounding.*

Appendix I Table 9. City Where Respondent Works						
City	Percent of Respondents					
	2003	2002	2001	2000	1998	1996
Longmont	49	52	57	56	55	60
Boulder	26	31	25	27	29	22
Denver / Denver suburb	4	4	4	6	11	9
Niwot / Gunbarrel	2	1	1	2	1	3
Louisville	3	1	3	3	2	1
Broomfield	1	1	3	-	-	-
Mead	-	1				
Lafayette	2	1				
Other North Front Range communities (Loveland, Greeley, Windsor, etc.)	4	8	8	5	2	6
Not working, other	3	-	-	-	-	-
Retired	6	-	-	-	-	-
Work in other city	3	-	-	-	-	-
Total*	100	100	100	100	100	100

**Percent may not equal 100 due to rounding.*

Appendix I Table 10. Ward of Residence						
Ward	Percent of Respondents					
	2003	2002	2001	2000	1998	1996
Ward 1	35	27	29	30	35	37
Ward 2	37	43	43	38	28	34
Ward 3	28	30	27	32	37	29
Total	100	100	100	100	100	100

Appendix II. Comparison of Responses by Ward of Residence

The responses by Ward of residence are compared in this appendix. Responses that are significantly different ($p < .05$) are marked with an asterisk (mean ratings +/- 6 points, percents +/-6 percentage points).

Appendix II Table 1.				
Comparison of Responses by Ward: Quality of Life and Community				
Question	City as Whole	Ward 1	Ward 2	Ward 3
<i>Quality of Life</i> (0 = poor, 100 = excellent)	62	61	63	61
<i>Growth</i> (% rating as "Too Fast")	78	80	76	78

* Asterisk notes statistically significant differences in one or more Wards (note: none in this table). (Significant at $p < .05$.)

Appendix II Table 2.				
Comparison of Responses by Ward: City Government				
Question	City as Whole	Ward 1	Ward 2	Ward 3
<i>Overall satisfaction with city services*</i> (0 = very dissatisfied, 100 = very satisfied)	74	72	76	73
<i>Overall impression of city employees*</i> (0 = poor, 100 = excellent)	63	68	64	55

* Asterisk notes statistically significant differences in one or more Wards. (Significant at $p < .05$.)

**Appendix II Table 3.
2000 Service Ratings Compared by Ward**

Service	Mean Rating (0=poor, 100=excellent)			
	City as Whole	Ward 1	Ward 2	Ward 3
Library services	74	73	75	72
Fire fighting and rescue services	75	74	74	76
Maintenance of park grounds	63	61	65	62
Weekly trash pickup	71	71	70	73
Emergency dispatch	62	60	65	60
Emergency police services	63	65	63	63
Electric services*	69	67	69	71
Recycling pickup	69	69	70	69
Maintaining landscaping	53	53	53	51
Services for seniors*	60	57	64	57
Sewer services*	65	63	65	69
Fire inspection and fire safety education	65	66	65	65
Providing tap water*	66	63	64	72
Street lighting*	56	52	57	61
Snow removal on major streets	67	66	69	66
Street cleaning	56	54	57	57
Crime prevention	50	52	49	50
Recreation programs and classes*	59	62	60	56
Utility billing	63	63	61	65
Museum	58	58	59	55
Electric Conservation	54	56	53	53
Building inspection	48	50	46	47
Water conservation	56	55	55	59
Enforcing traffic laws	49	50	49	47
Recreation facilities*	64	66	64	60
Services for youth	52	53	52	50
Timing of traffic signals*	43	41	41	48
Code enforcement*	35	32	37	37
Street repair/maintenance*	44	39	47	46
Planning	42	42	41	41

* Asterisk notes statistically significant differences in one or more Wards. (Significant at $p < .05$.)

**Appendix II Table 4.
Importance Ratings Compared by Ward of Residence**

Service	Mean Rating (0=not at all important, 100=Very Important)			
	City as Whole	Ward 1	Ward 2	Ward 3
Fire fighting and rescue services	92	92	91	93
Emergency dispatch	91	91	92	90
Emergency police services	91	92	90	89
Crime prevention	90	90	88	91
Providing tap water	90	90	90	89
Electric services	84	84	85	83
Fire inspection and fire safety education	81	81	80	80
Weekly trash pickup	79	79	78	80
Street repair and maintenance	81	82	80	82
Services for youth*	71	73	72	66
Snow removal on major streets	82	81	83	81
Library services	70	69	72	69
Enforcing traffic laws	76	77	75	76
Water conservation	83	84	81	84
Sewer services	81	81	80	81
Services for seniors	72	73	70	72
Planning	75	76	73	74
Street lighting	76	79	75	74
Recreation facilities	66	66	67	63
Electric Conservation	25	73	69	68
Building inspection	66	66	66	65
Timing of traffic signals	74	73	74	75
Recycling pickup	72	72	72	72
Recreation programs and classes	59	61	59	55
Maintenance of park grounds	66	66	65	66
Utility billing	65	63	66	67
Code enforcement	65	67	64	65
Street cleaning	58	59	57	56
Maintaining landscaping	57	58	56	58
Museum	52	54	52	50

** Asterisk notes statistically significant differences in one or more Wards. (Significant at $p < .05$.)*

**Appendix II Table 5.
Comparison of Responses by Ward: Policy Questions**

Question	City as Whole	Ward 1	Ward 2	Ward 3
Support for Quality of Life Benchmarks (% somewhat or strongly support)	76	77	74	76
Likely use of Commuter Rail* (% somewhat or very likely)	62	58	64	67
Support for Smoke-Free Ordinance* (% somewhat or strongly support)	66	68	69	60
Support for Lodging Tax (% somewhat or strongly support)	36	38	34	36

** Asterisk notes statistically significant differences between one or more Wards. (Significant at $p < .05$.)*

Appendix III. Verbatim Responses

Question 2: What are the three biggest problems you think Longmont will have to face in the next five years?-Other

- 1-water supply. 2-school district financial problems. 3-city services-police, fire, recreation to meet increased demands.
- 1-too much growth. Too fast. 2-housing is too expensive. 3-roadways.
- 1-drought. 2-school population. 3-affordable housing for lower income & 1st time buyers.
- 1-traffic. 2-water.
- 1-education, education, education. The ability to apply knowledge.
- 1-traffic. 2-water. 3-growth.
- 1-growth. 2-roads. 3-water.
- 1-growth. 2-adequate schools. 3-traffic.
- 1-controlling development & resulting traffic. 2-crime as the result of density of housing. 3-buying open space to reduce pollution.
- 1-growth. 2-water. 3-roads.
- 1-services to match population. Schools are primary. 2-maintaining a balance of open space. 3-building in a city-wide connection of biking/walking trails to give residents a non-driving option.
- 1-too many Mexicans, "illegals", aliens. 2-budget. Ailing economy. 3-illegal aliens.
- 1-affordable housing. 2-jobs. 3-utility resources.
- 1-water. 2-traffic. 3-schools.
- 1-traffic. 2-schools.
- 1-growth. 2-violence.
- 1-overpopulation. 2-water conservation. 3-trash reduction.
- 1-growth. 2-water. 3-trash.
- 1-population growth. 2-street & highways. 3-population over-crowded.
- 1-water conservation. 2-crime.
- 1-growth. 2-schools. 3-water.
- 1-growth. 2-traffic. 3-immigration.
- 1-impact of growth. 2-poor public schools. 3-poor police dept.
- 1-too much growth. 2-too many people.
- 1-growth. 2-economy. 3-education.
- 1-growth. 2-crime. 3-traffic.
- 1-keeping downtown businesses alive. 2-traffic both downtown & hover.
- 1-traffic. 2-crime prevention. 3-diversity.
- 1-price of houses is ridiculous. Over rated!! 2-no union work. 3-can't find work because everything pays \$5.00 per hour.
- 1-traffic congestion. 2-population growth. 3-retail expansion.
- 1-traffic. 2-schools. 3-growth.
- 1-growth. 2-traffic. 3-water.
- 1-more crime. 2-over crowding & deterioration. 3-more traffic.
- 1-modulate & contain urban sprawl. Prospect development? 2-schools that are burdened by financial mismanagement in St. Vrain school district. 3-upgrade sewage plant to contain odors.
- 1-growth (needs controlling). 2-lack of water. 3-traffic.
- 1-money. 2-traffic.
- 1-city 'governments' invasion & encroachment on the lives & rights of citizens. 2-city should restrict its scope to basic services. Limit incursion into social legislation. 3-city's meddling in growth control, anti-smoking ordinances, & other mischief.
- 1-traffic. 2-adequate water. 3-police protection.
- 1-school funding. 2-growth (slow it down). 3-crime (especially Hispanic related). Check more for 'green

- cards'.
- 1-traffic. 2-house prices. 3-employment.
 - 1-growing too quickly. 2-issuing too many building permits. 3-combined with high vacancy rates.
 - 1-traffic. 2-over-boulding of houses, etc. 3-crime.
 - 1-using available funds to maximum effectiveness. 2-maintaining positive identity for all citizens. 3-unaccomodated social & economic change.
 - 1-unemployment. 2-traffic. 3-education department.
 - 1-traffic. Getting across town.
 - 1-over-crosding in schools.
 - 1-traffic. 2-water. 3-recreational access. Bike routes. Public transportation
 - 1-traffic congestion & drivers obeying traffic laws. 2-water use & contingency planning for drought. 3-St. Vrain school administration & growth of schools.
 - 1-growth. 2-health care. 3-water.
 - 1-housing costs are ridiculous. 2-traffic. 3-over-crowding in schools.
 - 1-growth. 2-what to do with land north of rte 66. 3-schools.
 - 1-growth.
 - 1-overpopulation. 2-Traffic congestion. 3-Too few schools & funds.
 - 1-over-popluation. 2-water availability. 3-increasing crime.
 - 1-budget concerns with lower tax revenues. 2-drought. 3-aging population fixed/low income & fewer benefits.
 - 1-schools. 2-traffic. 3-population increase.
 - 1-growth. 2-waste products. 3-water.
 - 1-traffic. 2-growth. 3-rental housing.
 - 1-growth. 2-jobs. 3-water availability.
 - 1-increase traffic in certain areas (Hover & Main St. especially). 2-need for more shopping centers in Longmont. 3-more affordable housing & senior housing options.
 - 1-transportation. 2-housing (senior & low-income). 3-schools.
 - 1-population growth. 2-employment. 3-pollution (noise, air, water).
 - 1-schools. 2-growth. 3-traffic.
 - 1-finances.
 - 1-too much growth. 2-streets are too busy. 3-not enough stop lights.
 - 1-over-crowding of schools. 2-growth. Too much in Longmont now.
 - 1-drought. 2-education. 3-taxes (source).
 - 1-growth. 2-water. 3-schools.
 - 1-schools. 2-crime. 3-water.
 - 1-traffic. 2-increase in growth. 3-schools.
 - 1-continued population growth. 2-influx of immigrants. English as secondary language.
 - 1-traffic. 2-water. 3-school over-flow.
 - 1-hispanic population is draining health & social funds. 2-crime is only partly due to above. 3-need more clean industry.
 - 1-growth. 2-traffic. 3-schools.
 - 1-population. 2-entertainment.
 - 1-need for a train bridge along 3rd avenue & possibly Main Street. 2-huge increasing tensions between Hispanic & non-Hispanics especially over bi-lingual education. 3-better schools. No more bi-lingual. All English.
 - 1-income going down every year. 2-cost of medicine & doctors. 3-too may roads to build.
 - 1-growth in population. 2-side street lighting. 3-cigarette smoking in public places but my problem is what's next!
 - 1-growth.
 - 1-traffic. 2-road conditions. 3-schools.
 - 1-unrestricted growth. 2-water. 3-traffic.
 - 1-over population. 2-streets & traffic lights (management). 3-not enough jobs in the city area. More illegal immigrants!
 - 1-noise. 2-illegals. 3-traffic.

- 1-traffic flow. 2-intrastructure.
- 1-more people wanting to live here. 2-crimes. 3-poverty.
- 1-paying school operating costs. 2-developers not paying their share of long-term expenses. 3-paying bonds.
- 1-growth. 2-water. 3-traffic.
- 1-traffic problems. 2-streets. 3-water.
- 1-high cost of housing. 2-high cost of living. 3-unemployment.
- 1-growth. 2-water. 3-traffic/streets.
- 1-growth. 2-traffic. 3-school.
- 1-traffic. Not enough officers or better technology to free them up. 2-explosive population due to mass development. 3-longmont will be no different than Broomfield, Westminster, etc.
- 1-water. 2-school education. 3-crime. Drugs. People running red lights & speeding.
- 1-growth. 2-school growth. 3-water.
- 1-increase in population. 2-stress on demand of municipal services. 3-staying within the budget.
- 1-traffic. 2-over-extension of utilities. 3-racial tension.
- 1-growing too fast without adequate planning. (streets, water, housing, schools, etc) 2-lack of adequate water & sewer. 3-crime.
- 1-uncontrolled growth. 2-water. 3-public education.
- 1-water. 2-growth. 3-traffic.
- 1-traffic. 2-lack of water. 3-vehicle pollution.
- 1-rapid growth. 2-increase in traffic & traffic law violations. 3-water shortage.
- 1-cost of living. 2-over-crowding. 3-crime.
- 1-traffic. 2-growth. 3-water.
- 1-over populated schools, especially high school.
- 1-too much expansion. 2-too many homes.
- 1-growth. 2-water needs of current population. 3-St. Vrain school district financial problems.
- 1-illegal aliens. 2-noise control. 3-traffic.
- 1-over population. 2-water restrictions. 3-increased traffic.
- 1-excessive population growth. 2-possible water shortages. 3-increased traffic congestion.
- 1-growth. 2-water. 3-traffic control (enforcement).
- 1-traffic congestion.
- 1-continued growth. 2-more traffic.
- 1-infill development of older neighborhoods. 2-bike paths to schools. 3-traffic patterns.
- 1-budget. 2-school. 3-medical services to low income.
- 1-growth. 2-traffic. 3-hispanic population.
- 1-over population. 2-traffic. 3-crime.
- 1-keeping the economy healthy without growth at current rates. 2-better handling traffic congestion. 3-getting city agencies to be more citizen responsive.
- 1-traffic. 2-schools. 3-growth.
- 1-water. 2-services-electricity, water, streets. 3-kid's activities.
- 1-lack of water. 2-lack of traffic. 3-lack of money & facilities for schools.
- 1-funding schools. 2-water conservation. 3-keeping Wall-mart out!
- 1-police department do not concern themselves on real crime, drugs, thieves & such. 2-rent increases. 3-not enough taxi services. No competition. Poor service with the current taxis.
- 1-racist residents. Split between Hispanics & whites. 2-wasting water to water lawns. Not enough enforcement of water 'rules'. 3-lack of funding for public education & budget issues.
- 1-growth. 2-traffic. 3-school district reputation.
- 1-budgeting money for population growth & schools. 2-getting big business to settle in this area. 3-servicing this growth. The needs of maintenance of public roads.
- 1-traffic congestion. Speeding through the neighborhood. 2-quality of life issues (noise, dogs,

- etc). 3-language barrier with the Spanish population.
- 1-overcrowding in general. 2-anger concerning non-English speaking people working mainstream jobs. 3-noise.
 - 1-growth is out of control. 2-large amounts of development. 3-traffic congestion.
 - 1-growth. 2-traffic.
 - 1-unemployment. 2-urban sprawl. 3-too fast & too much growth.
 - 1-traffic. Longmont is a hub to all places. Not sufficient roads. 2-unemployment, job placement, lack of jobs, economy. 3-crime. With more growth, it's a problem.
 - 1-gang related violence. 2-larger financial separatism between poor & middle class. 3-larger percentage of poor youth without good parents & strong family support.
 - 1-St. Vrain school system. 2-excessive growth. 3-affordable housing.
 - 1-water. 2-traffic. It's getting bad. No respect for stop signs, speeding. 3-growth. Too many people & houses.
 - 1-runaway growth. 2-lines. 3-dirty air.
 - 1-growth. 2-traffic. 3-hispanic crime.
 - 1-traffic.
 - 1-traffic. 2-roads.
 - 1-completely inadequate public school system. 2-crime. 3-suburban sprawl resulting in the overwhelming of infra structure.
 - 1-water. 2-number of Mexican residents.
 - 1-population growth. 2-traffic. 3-loud developing & pollution.
 - 1-population. 2-traffic congestion. 3-water restrictions.
 - 1-growth. 2-school financial issues. 3-unemployment.
 - 1-traffic flow. 2-school overcrowding. 3-domestic abuse.
 - 1-overcrowding. 2-crime. 3-traffic.
 - 1-schools. 2-growth. 3-traffic.
 - 1-traffic. 2-construction. 3-loss of jobs.
 - 1-traffic. 2-growth. 3-loss of quality of life.
 - 1-growth. 2-schools. 3-traffic.
 - 1-roads. 2-over population. 3-open space.
 - 1-traffic. Need more left-hand turn signals. 2-schools. 3-housing.
 - 1-water. 2-too much construction/development. 3-quality of schools.
 - 1-growth. 2-services keeping up with growth. 3-traffic.
 - 1-growth. 2-hiway 287. Traffic thru town. 3-robberies, gun control, homeless people, rapes. No regard for laws.
 - 1-traffic. 2-tax relief. Controlled spending. 3-crime.
 - 1-growth. 2-gangs. 3-graffittee.
 - 1-overcrowding.
 - 1-growth. Too much, too fast. 2-traffic. Signal timing, congestion. 3-not enough affordable retail & restaurants. i.e.: discount stores, steak, BBQ, etc.
 - 1-school district. Boulder county situation. 2-crime. 3-rapid growth. i.e.: watering drought issues, etc.
 - 1-quality of the school district. 2-traffic. 3-cleanliness of streets, parks, business district. Our town's appearance is dirty!!
 - 1-schools & youth programs. 2-sprawl/traffic congestion. 3-lack of funds from state & federal government.
 - 1-growth management...sprawl, traffic, services, etc... 2-water resources. 3-education
 - Drugs
 - 1-illegal aliens. 2-water shortage. 3-building impact on roads.
 - 1-water.
 - 1-growth/population. 2-maintenance of streets and roads. 3-jobs.
 - 1-water. 2-economy. 3-growth.

- 1-lack of police protection. 2-higher utilities, more people, schools are over crowded. 3-traffic-noise, carbon monoxide, higher taxes.
- 1-too much growth!!! 2-too many families living in one house - zoned for single families. 3-too many non-English speaking citizens who bring their bad habits to our great nation!
- 1-overcrowding due to uncontrolled growth. 2-traffic control/mitigation. 3-water.
- 1-overcrowded roads. 2-parking problems.
- 1-traffic. 2-speeding. 3-loose dogs.
- 1-poor schools. 2-overgrowth. 3-gang violence/drugs.
- 1-increase of traffic. 2-loss of open space. 3-pollution.
- 1-growth. 2-school finance. 3-transportation.
- 1-large Hispanic growth is changing city & services (not good!) Why does the city allow a Mexican open market at main & 9th? 2-crime is on the increase. 3-water is a major issue.
- 1-public school system.
- 1-i would have answered excellent to (1) but I've had to call police 3 times in last 6 months because of gangs moving into area.
- 1-economic downturn. 2-traffic. 3-crowded schools.
- 1-overcrowding. 2-traffic. 3-illegal immigration.
- 1-water. 2-growth. 3-traffic.
- 1-parking and making left turns on main street (terrible idea to go through with project on main). 2-better spending of tax dollars. 3-illegal immigrants taking local jobs and sending the dollars away from the city.
- 1-to accept more blacks.
- 1-growth. 2-schools. 3-roads.
- 1-water. 2-traffic. 3-economy.
- 1-bilingual issues in school systems. 2-traffic. 3-St. Vrain school district budget/finances.
- 1-growth of Hispanic population. 2-real estate will cost less. 3-increased crime rate.
- 1-traffic. 2-too many families in 1 dwelling. 3-too many people moving in from out of state & taking our jobs.
- 1-growth, overcrowding. 2-education funds. 3-hispanic population growth affecting school system.
- 1-more Mexicans. 2-more Mexicans. 3-more Mexicans.
- 1-excessive growth - sprawl. 2-traffic flow. 3-keeping big box stores out of our community.
- 1-traffic.
- 1-growth. 2-traffic. 3-noise.
- 1-economy. 2-educational system. 3-growth.
- 1-growth. 2-water. 3-traffic.
- 1-school problems w/ taxes, etc...school board.
- 1-traffic congestion. 2-fresh water.
- 1-job economy. 2-funds for education. 3-water restriction.
- 1-schools. 2-water. 3-traffic.
- 1-growth. 2-water. 3-crime.
- 1-water storage. 2-population growth. 3-economy.
- 1-growth. 2-fees.
- 1-immigrants. 2-over crowding. 3-too much handouts to "illegals".
- 1-youth center crisis — i.e. not enough space. 2-traffic. 3-overcrowding in schools.
- 1-traffic. 2-schools. 3-walmart super center.
- 1-traffic on 21st Ave., hover and main street and 3rd Ave. 2-lot accident on 21st Ave. by Kmart.
- 1-too much growth too fast. 2-water supply. 3-schools.
- 1-crime - especially graffiti. 2-traffic. 3-growth.
- 1-traffic signals. 2-crime. 3-congestion.
- 1-drought and water conservation. 2-quality education and funding. 3-traffic control.
- 1-traffic. 2-traffic. 3-traffic.
- 1-gang violence. 2-nothing for youths to participate in on Fridays and Saturdays. 3-new jobs.

- 1-traffic. 2-schools. 3-upscale shopping.
- 1-over population - Longmont has grown too fast. Need a growth cap. 2-public school systems. 3-water conservation! Meters must be required city-wide.
- 1-growth. 2-schools.
- 1-growth. 2-water. 3-traffic.
- 1-managing growth. 2-school finances. 3-keeping property taxes down.
- 1-lots of people. 2-lots of cars. 3-lots of kids - schools.
- 1-expansion. 2-cost of new schools. 3-water.
- 1-education (what's up with this school district SVVSD!?) 2-growth. 3-water.
- 1-water shortage. 2-traffic safety. 3-maintaining excellent schools.
- 1-over population. 2-high rent. 3-no jobs.
- 1-train interference with traffic. 2-improving city esthetics/appearance to attract residents. 3-street widening.
- 1-i don't know - I've only been here 6 months.
- 1-growth - too many buildings & houses too fast. 2-schools - get budget in line. 3-water shortage.
- 1-growth. 2-schools.
- 1-growth. 2-water. 3-crime.
- 1-growth on the northern I-25 corridor (Denver to ft Collins). 2-lack of mass transit between boulder and Denver and Longmont. 3-absence of good looking single girls - I'm dying here.
- 1-traffic. 2-housing authority. 3-growth.
- 1-continued growth, however controlled. 2-working within budget. 3-providing services - water, sewage, power, etc...
- 1-traffic problems - congestion - driving violations. 2-crime. 3-growth - schools.
- 1-growth. 2-inadequate planning. 3-schools.
- 1-traffic on Hover. 2-water supply during drought.
- 1-transportation for the elderly. 2-not enough housing for low income elderly. 3-not having a super Wal-Mart on the north side.
- 1-education of our children - school improvement. 2-handling of traffic congestion. 3-maintain a good water supply.
- 1-traffic. 2-water. 3-vandalism.
- 1-traffic. 2-development.
- 1-growth. 2-school - money problems. 3-traffic.
- 1-increased population. 2-water. 3-homelessness.
- 1-north/south traffic hwy 287 expansion-widening thru town. 2-expansion of airport facilities & light rail development. 3-crime prevention.
- 1-over crowding. 2-traffic congestion. 3-water shortage.
- 1-traffic. 2-growth.
- 1-food places to eat with drive throughs - fast places to eat on Hover. 2-water fro grass - use artificial grass. 3-good paying jobs.
- 1-over population. 2-traffic. 3-illegal aliens.
- 1-illegal drugs on the street. 2-gangs. 3-grumpy neighbor - Longmont people not friendly.
- 1-traffic. 2-growth - water. 3-crime.
- 1-growth. 2-street repair. 3-schools.
- 1-public schools. 2-affordable housing. 3-growth.
- 1-street repair or street widening. 2-growth - too many houses - too much traffic - more crime. 3-schools - not enough, understaffed and mismanaged.
- 1-traffic congestion. 2-over crowding. 3-noise
- 1-not enough activities for people between the age of 16-21yrs. 2-preparing for a growing community. 3-helping those many with financial situations.
- 1-growth & traffic. 2-growth & traffic. 3-growth & traffic.
- 1-growth. 2-traffic. 3-population.
- 1-water conservation. 2-cost of living. 3-sprawl.
- 1-unemployment. 2-traffic problems. 3-safety (crime).
- 1-traffic.
- 1-too many cars. 2-population growth.

- 1-population growth. 2-population growth. 3-population growth.
- 1-traffic congestion. 2-lack of parking downtown. 3-over crowded schools.
- 1-affordable housing. 2-adequate water. 3-crime.
- 1-schools. 2-growth - road development. 3-utilities such as water storage/conservation.
- Have lived in Longmont only 3 1/2 months - difficult to answer some questions.
- 1-traffic congestion. 2-crowding of schools. 3-crime.
- 1-cultural assimilation. 2-traffic congestion. 3-growth.
- 1-traffic. 2-growth. 3-gangs and crime.
- 1-develop will be slower than before.
- 1-growth. 2-traffic. 3-water.
- 1-lack of amenities. 2-over population (undocumented workers). 3-no local jobs or surrounding areas.
- 1-traffic. 2-increased taxes. 3-schools.
- 1-growth. 2-traffic. 3-social services for unemployed and low income workers.
- 1-water conservation planning. 2-road repair! 3-controlling housing growth. 4-smoking ban in public places.
- 1-building (allowing) a Super Wal-Mart (will hurt local established businesses). 2-unrestrained growth in weld county = overcrowding schools, huge church compound, etc... 3-affordable housing.
- 1-overpopulation. 2-school system deficiencies/budget. 3-water supply.
- 1-managing growth. 2-traffic. 3-water conservation.
- 1-growth. 2-water. 3-street maintenance.
- 1-school budget crisis. 2-unchecked growth. 3-water availability.
- 1-rapid growth - housing. 2-utilities planning. 3-economic slowdown. 4-wastewater treatment plan

- smells!!!
- 1-over development - too many houses, etc... 2-traffic.
- 1-school finances. 2-traffic. 3-harmony in neighborhood.
- 1-growth. 2-traffic. 3-recession.
- 1-growth/limited space. 2-traffic. 3-budget.
- 1-growth. 2-school system. 3-entertainment.
- 1-growth. 2-pollution.
- 1-city council not allow merchants & Wal-Mart super center to be installed in Longmont.
- 1-growth. 2-not enough schools.
- 1-keeping pace with services like police, hospitals, doctors, firemen, etc...because of growth. 2-water.
- 1-water. 2-traffic. 3-unemployment.
- 1-ups & downs of national economy. 2-impact of growth (services, traffic, quality of life).
- 1-the smell from the dairy.
- 1-water. 2-downtown renovation. 3-pollution.
- 1-traffic congestion. 2-degradation of the quality of life (noise, pedestrian safety, inconsiderate people). 3-air quality poor from feed lots.
- 1-traffic.
- 1-growth...out of infrastructures ability to keep up-schools overcrowded 1 year after being built. Won't pay for the wider roads like 9th and pace, moving a fire station 6 blocks (millions of dollars. 2-growth...sewer plant stinks 75% of the time in my neighborhood, roads deteriorating and overcrowding. 3-growth..city too willing to let developers dictate where, what/design-vacant stores on main while hover is overcrowded and Wal-Mart converts another field to asphalt & sprawl out of core.
- 1-traffic. 2-crime (if we grow, this comes).
- 1-traffic moving from east side of city to west side, it is taking longer and longer (rush hour). 2-traffic...diagonal, long waits to get past IBM to and from Longmont. 3-railroad crossings across I19.

- 1-traffic. 2-housing. 3-overcrowding.
- 1-growth is excessive. 2-school problems. 3-we need a super Wal-Mart.
- 1-growth.
- 1-traffic. 2-growing population of lower income families.
- 1-longmont has grown rapidly, but then the economy slowed down and I am concerned about that.
- 1-noise!! 2-growth. 3-water shortage.
- 1-financial...misuse of funding. 2-delinquency...as taught no absolutes. 3-resources and growing too fast.
- 1-growth. 2-water conservation. 3-traffic.
- 1-traffic. 2-growth. 3-street conditions and maintenance.
- 1-growth...sprawling, need enough schools and parks. 2-school overcrowding. 3-business growth.
- 1-lack of water. 2-congestion. 3-schools.
- 1-lack of any clear vision on who Longmont is. 2-realizing that Longmont isn't a nice small town anymore. 3-creating a broader job base."
- 1-too much growing. 2-too much traffic. 3-too much strain on natural resources.
- 1-traffic congestion. 2-too much new building...can't keep up with schools, overcrowded. 3-water.
- 1-over population, overcrowded neighborhoods. 2-traffic congestion. 3-overcrowding of schools.
- 1-traffic. 2-overcrowding. 3-education.
- 1-traffic congestion north of 66 development. 2-dealing with mess caused by idiots running St. Vrain school district.
- 1-housing and housing costs. 2-alcoholism & drugs...causes and contributes to crime and poverty.
- 1-traffic. 2-roads. 3-population.
- 1-traffic/growth.
- 1-parking. 2-traffic.
- "1-new giant homes taking all our water. 2-killing wildlife with new developments. 3-code enforcement not doing their job even now."
- 1-traffic, excessive growth!! 2-water conservation. 3-budget within means not tax increases!!
- 1-property tax rates too high. 2-not enough schools for exploding population.
- 1-racial integration. 2-school taxes. 3-unchecked growth.
- 1-school funding. 2-local economy.
- 1-traffic. 2-crime...homeless in summer. 3-high cost of living (Longmont utilities are highest in Front Range).
- 1-where is good adult fun? Is there not entertainment? 2-single clubs for 40-60 year olds. 3-homeless problems and no help.
- 1-employment. 2-traffic. 3-schools.
- 1-bringing a stop to the insane growth. 2-providing police, fire and other services adequate funding. 3-traffic enforcement is terrible.
- 1-housing issues. 2-water shortages. 3-influx of diverse population. Need stricter housing codes to protect older subdivisions from many people living at one residence.
- 1-responsible growth. 2-overcrowded schools. 3-lack of job opportunities.
- 1-traffic. 2-growth. 3-water.
- "1-rapid and excessive growth..."growth for the sake of growth is the ideology of the cancer cell" Edward Abbey. 2-traffic. 3-opening area north of hwy 66 to growth."
- 1-traffic congestion. 2-race relations. 3-drug/alcohol use in high schools.
- 1-traffic. 2-water. 3-growth.
- 1-traffic. 2-growth. 3-affordable housing for seniors.
- 1-traffic. 2-noise pollution. 3-increased taxes.
- 1-road resurfacing. 2-restaurants. 3-turning lanes.
- 1-dumbing down to the children in the schools,

- special education is part of this trend.
- 1-fast growth with escalating real estate prices. 2-caring for the homeless and underpaid poor. 3-possibly water.
- 1-housing too high. 2-school overcrowding. 3-jobs that pay enough to survive.
- 1-too much open space...land too expensive. 2-traffic congestion. 3-attracting young families to buy homes here.
- 1-traffic.
- 1-poverty/unemployed and lack of mental health/health insurance expense to pop 55-65. 2-traffic congestion especially no alternate for 287/main/hover/pratt. 3-train tracks through center of town/congestion/safety/noise.
- 1-schools. 2-illegal people in Colorado.
- 1-traffic. 2-affordable housing. 3-jobs.
- 1-growth. 2-water.
- 1-crime. 2-traffic...running lights, driving side of road, speeding in school zone.
- 1-drought. 2-unemployment.
- 1-traffic. 2-restricted growth by city council. 3-education (public).
- 1-traffic. 2-adequate schools/education. 3-adequate shopping/services.
- 1-tree limbs or bushes blocking streets to main streets like Francis and 10th. 2-water restrictions.
- 1-growth...impacts everything!! 2-traffic...getting worse by the day. 3-schools...growth is faster than the schools can keep up with.
- 1-most police and some fire do not respect citizens. 2-lack of water. 3-inability to pay for increased services.
- 1-enough schools. 2-well planned growth. 3-preservation of spaces (parks, greenbelt, trails).
- 1-cost of living for retired seniors. 2-adequate schools.
- 1-growth.
- 1-good schools and good teachers. 2-parents cooperation...P.T.A., uniforms for girls. 3-separation of boys and girls in classes and entrances.
- 1-growth. 2-street repairs. 3-traffic.
- 1-being overrun by boulder's cost of living. 2-rush hour traffic even more ridiculous. 3-gangs in schools.
- 1-traffic. 2-schools. 3-growth.
- 1-decreasing resources. 2-growth.
- 1-too many new homes.
- 1-traffic.
- 1-over development/getting city council to listen to citizens. 2-over development/school overcrowding. 3-over development/traffic.
- 1-population growth. 2-employment...not enough jobs. 3-traffic...too much.
- 1-eliminating the stench from the waste treatment plant. 2-excessive growth, especially in schools. 3-increase in crime.
- 1-growth & street congestion. 2-schools. 3-water.
- 1-Spanish speaking...impact on schools and human services. 2-expansion from boulder.
- 1-planned growth (how to grow). 2-new jobs (decrease unemployment rate). 3-expansion of services.
- 1-growth versus education budget. 2-law enforcement versus growth.
- 1-growth. 2-growth. 3-traffic/noise.
- 1-school programs and spending. 2-roads. 3-shopping.
- 1-sprawl. 2-water. 3-corporate chains taking over local business.
- 1-traffic management, errant driver's behavior and dangers. 3-intelligent growth management.
- 1-growth. 2-roads. 3-education.
- 1-growth. 2-water. 3-crime.
- 1-traffic congestion. 2-code enforcement. 3-housing for low income.
- 1-over population. 2-drought.

- 1-growth control. 2-transportation that is traffic control (not public transit). 3-economic visibility of downtown.
- 1-school...funding and space. 2-slowng economy & fewer jobs. 3-flooding of the market with new homes and no one can sell older homes.
- 1-high volume of cars on streets. 2-enough water to keep Longmont green and beautiful.
- 1-traffic. 2-crime level. 3-building more facilities.
- 1-lack of expected growth.
- 1-traffic. 2-schools. 3-crime.
- 1-population growth. 2-poor management of school district. 3-too many non-profit agencies paid for by tax dollars.
- 1-growth. 2-economy. 3-water.
- 1-enough water for Longmont's needs. 2-residential and industry growth.
- 1-schools need better management and deal with growth. 2-need to attract new businesses. 3-water management.
- 1-traffic. 2-jobs. 3-water.
- 1-growth. 2-traffic. 3-crime.
- 1-upgrading Main Street. 2-harmonizing with the influx of Boulderites (in a cultural and political sense). 3-but the biggest problem will be the continued avoidance of upgrading the substructures of representative democracy. We must seek to ongoing improve our form of democracy.
- 1-traffic. 2-over population. 3-lack of resources and affordable housing.
- 1-drugs. 2-smoking. 3-domestic violence.
- 1-over growth. 2-wild traffic. 3-excessive taxation.
- 1-growth. 2-property taxes. 3-traffic.
- 1-overcrowded schools. 2-traffic.
- 1-excessive growth. 2-too much traffic, crowded streets.
- 1-growth. 2-growing crime rates.
- 1-traffic. 2-drugs. 3-growth problems.
- 1-population growth. 2-empty downtown businesses.
- 1-traffic. 2-water. 3-growth.
- 1-jobs. 2-schools. 3-traffic.
- 1-traffic. 2-water usage.
- 1-growth. 2-water. 3-education.
- 1-traffic. 2-loud noise. 3-poor yard upkeep.
- 1-growth. 2-traffic. 3-education.
- 1-growth. 2-streets & sewers.
- 1-people moving that do not speak English. 2-population growth. 3-littering and leaving garage signs up after the sale is over.
- 1-education. 2-traffic. 3-over development.
- 1-traffic. 2-too much growth.
- 1-school district financial problems. 2-school crowding. 3-economy/housing market.
- 1-growing too fast.
- 1-over development (overcrowded land). 2-traffic due to over development. 3-lack of affordable housing.
- 1-too much growth with more traffic congestion. 2-problems with gangs and crime. 3-not having an ice skating rink.
- 1-environmental impact. Not enough recycling. 2-city income...not enough working class. This is a retirement community. 3-not enough diversity.
- 1-traffic. 2-water.
- 1-growth. 2-water. 3-crime.
- 1-out of control growth. 2-quality education/opportunities. 3-locally based, high paying jobs.
- 1-growth. 2-crime. 3-school crowding.
- 1-growth. 2-roads & traffic. 3-schools.
- 1-traffic. 2-gangs/youth services/law enforcement presence. 3-water conservation/drought.
- 1-traffic. 2-hispanics.
- 1-water supply. 2-overcrowding of schools. 3-over populated city.
- 1-exploding migrant population, multi families in

- single family dwellings. 2-growth including parking and traffic issues. 3-crime.
- 1-out of control growth. 2-water.
 - 1-education. 2-crime. 3-unemployment.
 - 1-water. 2-schools. 3-traffic control.
 - 1-traffic. 2-affordable living. 3-too few police.
 - 1-water. 2-growth. 3-overcrowded schools.
 - 1-overcrowding. 2-traffic. 3-better roads.
 - 1-too many immigrants coming in. 2-too many benefits given to non-citizens. 3-I don't feel safe in Longmont anymore.
 - 1-traffic. 2-roads. 3-schools.
 - 1-traffic. 2-expansion. 3-water conservation.
 - 1-St. Vrain schools. 2-budget.
 - 1-outsiders taking all of our jobs.
 - 1-growth. 2-overcrowding in schools. 3-roads/transporation.
 - 1-poor educational facilities/overcrowded schools. 2-over population/traffic. 3-crime.
 - 1-growth. 2-water. 3-traffic.
 - 1-juvenile crime. 2-growth. 3-drought.
 - 1-too many homes being built. 2-slow economy. Can't predict for future wise. 3-traffic, over population, less open space, crowded schools, possibly more crimes.
 - 1-traffic. 2-too much commercial coming in. 3-restaurants-higher quality.
 - 1-traffic congestion. 2-employment. 3-school district.
 - 1-traffic. 2-streets. 3-overcrowding of building.
 - 1-population explosion. 2-lack of teachers/schools.
 - 1-building schools. 2-improving streets to handle traffic (north/south major routes, east 9th Ave.).
 - "1-with no regulation on prices for a house, less local folks will invest in one. 2-as this number grows, there will be more frustrated renters just living a lower standard of life."
 - 1-unemployment. 2-schools, education. 3-growth.
 - 1-too much growth. 2-traffic.
 - 1-too much growth.
 - 1-traffic. 2-water supply. 3-growth.
 - 1-growth. 2-crime. 3-drought.
 - 1-revenue shortfalls. 2-infra structure. 3-energy & water conservation.
 - 1-traffic. 2-schools.
 - 1-schools. 2-growth. 3-traffic.
 - 1-growth. 2-mass transit. 3-water.
 - 1-managing growth...adequate schools, roadways, etc. 2-on-going challenges with main street development. 3-getting the school district out of financial trouble.
 - 1-housing is too expensive, hope to leave Longmont. 2-education issues. 3-local government seems to be biased toward upper middle class, white people.
 - 1-traffic congestion. 2-maintaining the city streets. 3-keeping a good quality of life in a more populated area.
 - 1-population growth. 2-streets. 3-crime.
 - 1-growth. 2-school overcrowding.
 - 1-water restrictions. 2-school funds. 3-house prices going higher.
 - 1-population of illegal immigrants.
 - 1-growth.
 - 1-traffic planning/congestion. 2-school reform...education. 3-immigration...esp. illegal.
 - 1-traffic. 2-schools.
 - Haven't lived here long enough to answer these questions.
 - 1-growth...the cohesiveness we enjoy is disappearing. 2-speed of traffic...17th and hover are terrible.
 - 1-traffic.
 - 1-illegal immigration. 2-high property taxes. I will never vote for a democrat. 3-high and new local taxes. I have never voted for a democrat.
 - 1-multiple families living together in single family homes. 2-school issues.

- 1-traffic congestion.
- 1-traffic control.
- 1-traffic. 2-water. 3-school district.
- 1-too much growth too quickly. 2-roads. 3-schools.
- 1-growth. 2-housing costs. 3-St. Vrain valley school district issues (education).
- 1-growth.
- 1-traffic congestion due to growth, noise due to growth and increase of density. 2-deterioration of neighborhoods due to increased density. 3-loss of historic structures...open space.
- 1-water usage. 2-too many law enforcement officers with nothing to do-higher taxes. 3-over population.
- 1-over growth. 2-wild traffic. 3-excessive taxation.
- 1-growth. 2-schools.
- 1-traffic, road conditions. 2-schools. 3-teenage entertainment and overall entertainment.
- 1-growth, traffic congestion. 2-loss of localizing identity. 3-falling revenue in proportion to budget needs.
- 1-too much traffic downtown.
- 1-affordable housing. 2-increased traffic. 3-crowded schools.
- "1-growth, traffic and healthcare hospitals. 2-schools."
- 1-traffic. 2-urban sprawl. 3-crime.
- 1-growth. 2-water supply. 3-St. Vrain school district.
- 1-growth. 2-traffic. 3-possibly water.
- "1-not having a Circuit City."
- 1-too much growth. 2-taxes too high. 3-traffic is a mess.
- 1-traffic. 2-schools.
- 1-school overcrowding. 2-traffic. 3-reduced city budget due to lower tax revenue/poor economy.
- 1-immigration (illegal). 2-crime. 3-too much traffic.
- 1-over population, town is growing too fast. 2-

- schools are too crowded and morale is poor affecting students. 3-traffic is a mess.
- 1-drought. 2-war. 3-economy.
- 1-more retirement apartment complexes.
- 1-too many people. 2-water. 3-traffic.
- 1-increasing demand for services. 2-influx of those wanting services/housing/etc.
- 1-traffic problems. 2-over building. 3-less open space. All just like boulder.
- 1-high housing prices and cost of living. 2-philosophy of unemployment, wage scale out of balance with #1. 3-growth.
- 1-growth. 2-traffic. 3-roads.
- 1-growth (population). 2-gangs.
- 1-growth. 2-crime. 3-traffic.
- 1-overcrowding. 2-crime. 3-transients.
- 1-traffic. 2-population growth. 3-available housing.
- 1-drought. 2-shortage of schools. 3-over populated.
- 1-population growth. 2-schools. 3-water.
- 1-loss of jobs which pay enough to stay here. 2-loss of identity which is of quality and unique. 3-ambiguity and apathy...mediocrity in city organization.
- 1-growth. 2-no water.
- 1-growth. 2-schools. 3-revenue.
- 1-growth. 2-traffic congestion. 3-crime.
- 1-traffic congestion. 2-gangs. 3-school budgets.
- 1-too much growth. 2-not enough water because of it. 3-not enough funding for schools.
- 1-travel to nearby towns, art club in Louisville. 2-friends in boulder, shopping in Broomfield. 3-flatirons.
- 1-traffic. 2-new developments...housing...business.
- 1-traffic. 2-growth. 3-school overcrowding.
- 1-traffic. 2-schools. 3-water.
- 1-growth. 2-spanish in schools.
- 1-drought conditions.
- 1-transportation for senior citizens. 2-schools.

- "I-need better school board. 2-more frequent buses, then I'd use them. 3- somehow "mix" Spanish population more with non-Spanish."
- 1-growth.
- 1-too many new homes built. 2-water usage. 3- power plants shortage.
- 1-illegal immigration. 2-affordable housing. 3-traffic.
- 1-growth. 2-traffic. 3-crime.
- 1-growth. 2-problems with the school system. 3-traffic.
- 1-traffic. 2-uncontrolled growth.
- 1-traffic congestion. 2-crowded schools, pools and other facilities. 3-supplying enough restaurants and entertainment to keep people from seeking it elsewhere.
- 1-job. 2-job. 3-too much new housing.
- 1-housing. 2-taxes. 3-integration.
- 1-traffic.
- 1-growth. 2-schools, facilities and staff. 3-water supply.
- 1-demand for low rent housing for homeless people. 2-traffic in Longmont. 3-road conditions, pot holes, etc.
- 1-run away population growth. 2-water. 3-traffic.
- 1-population. 2-traffic.
- 1-growth. 2-crime. 3-congestion.
- 1-overcrowding.
- 1-schools. 2-crime. 3-jobs.
- 1-grid lock.
- 1-traffic.
- 1-traffic. 2-traffic. 3-traffic.
- 1-over development.
- 1-not enough low income housing (income under \$15,000).
- 1-too much big retail (Wal-Mart, etc). 2-track housing developments...Century, Ryland. 3-being responsive to citizen input.
- 1-mixing light industrial in prime residential areas.
- 2-allowing residential lot sizes to become smaller with houses closer together.
- 1-too many people and cars. 2-not enough police. 3-short of water.
- 1-escalation of rent. 2-traffic increase. 3-crime.
- 1-public transportation/traffic. 2-growth. 3-education.
- 1-traffic 2- too big and too many new homes 3-buildings and no good streets.
- 1-lack of open space due to rapid growth. 2-not enough grocery stores. 3-water.
- Longmont city government assumes it plays a more major role in our lives than it does. Good government is less government, good government performs quietly.
- 1-employment. 2-too much traffic.
- 1-water. 2-traffic congestion.
- 1-adequate schools. 2-water management. 3-more efficient work habits of city employees needed.
- 1-too many people. 2-not enough places to shop.
- 1-too much traffic. 2-streets in need of repair.
- 1-lack of quality public schools. 2-traffic/pollution. 3-maintaining attributes of small-midsize town-friendliness, safety, property maintenance.
- 1-population growth. 2-traffic.
- 1-economically sound school district. 2-roads/road repair. 3-strong tax base.
- 1-traffic. 2-school board. 3-police department is understaffed.
- 1-traffic. 2-crime prevention. 3-growth.
- 1-the city is growing way too fast. 2-too much road congestion, can't get around at certain times of the day. 3-too many families living in single family homes.
- 1-growth. 2-water. 3-conservatives.
- 1-traffic. 2-pollution. 3-schools.
- 1-waste disposal. 2-water resource issues. 3-slow growth of infrastructure compared to higher rate of population increase.

- 1-too many meth labs. 2-meth labs operate for too long before they are busted. 3-meth lab people get off too easy.
- 1-traffic. 2-water.
- 1-schools. 2-inflation. 3-noise pollution.
- 1-attractive companies that create primary jobs. 2-high crime rate. 3-large influx of illegal aliens.
- 1-affordable housing. 2-employment.
- 1-growth. 2-no water. 3-shortage...schools.
- 1-traffic. 2-education. 3-gang & drug related problems.
- 1-traffic problems due to quick development/poor road improvements. 2-over-development of many Longmont areas simultaneously. 3-development too quickly.
- 1-water. 2-traffic. 3-growth.
- 1-too much development.
- 1-traffic. 2-downtown revitalization. 3-population growth.
- 1-traffic. 2-schools.
- 1-too many people moving in then we will really have water problems. 2-traffic. 3-water...not enough and not enough tax revenue because you keep stopping businesses from coming in.
- 1-growth. 2-decreasing sales tax. 3-supporting the schools financially.
- 1-school district. 2-water. 3-road repairs/over growth population and housing.
- 1-schools for grades 1-12. 2-suitable and affordable living quarters. 3-jobs for those who may be classified as employable.
- 1-growth. 2-schools.
- "1-replacing the city manager and finance director for their 6 million dollar "oversight"."
- 1-increased growth. 2-strain on school system. 3-traffic.
- 1-education financial crisis. 2-increasing number of poor & illegal immigrant families with high needs. 3-overcrowded schools.
- 1-traffic. 2-schools...funding.
- 1-traffic. 2-overcrowding. 3-population to close together.
- 1-affordable housing. 2-adequate water processing plant. 3-getting schools out of debt.
- 1-water. 2-traffic. 3-growth.
- 1-no jobs. 2-expensive housing. 3-bad street...congestion...repairs.
- 1-water. 2-congestion. 3-jobs.
- 1-population. 2-water shortage. 3-electric.
- 1-growth. 2-street repairs.
- 1-an already week school system is now in budget crisis. 2-traffic problems related to rapid growth. 3-crime prevention related to rapid growth and increase in low income families.
- 1-traffic. 2-low water pressure due to growth without additional pumping stations. 3-roadway maintenance.
- 1-traffic...i can't believe the insensitive drivers out there!! 2-people cleaning up their yards especially on east side. 3-pot holes and bumps on streets.
- 1-traffic. 2-too much growth. 3-water.
- 1-growth. 2-affordable housing. 3-affordable housing.
- 1-the right growth on the east side...need more stores. 2-traffic on hover and the diagonal hwy.
- 1-sewage problems. 2-bigger population. 3-perhaps more crimes.
- 1-growth. 2-school system.
- 1-population growth and its effects. 2-economic...meeting service expectations.
- 1-growth. 2-school systems. 3-drought.
- 1-too much growth. 2-job markets, unemployment. 3-budget problems in schools.
- 1-growth too much too fast, outstripping services, roads, schools. 2-sewer plant stinks all the time. 3-water, Longmont needs to be better at managing.
- 1-crowding. 2-traffic.
- 1-budget shortfalls. 2-water. 3-wastewater.

- 1-cost of housing (already a problem. 2-having a vital downtown. 3-schools.
- 1-growth. 2-water. 3-schools.
- 1-growth of large chain businesses. 2-traffic. 3-overcrowded schools.
- 1-traffic. 2-school district. 3-eastward expansion.
- 1-urban sprawl. 2-lack of water. 3-vandalism.
- 1-growth. 2-traffic. 3-water.
- 1-crowding/building/population. 2-school budget.
- 1-growth. 2-traffic backups - lack of lights/turn signals at major intersections.
- 1-water conservation. 2-crowded schools. 3-growth.
- 1-education. 2-traffic. 3-growth.
- 1-traffic.
- 1-open space park. 2-noise problem. 3-over population.
- 1-quality of education is poor. 2-economic slowdown.
- 1-growth. 2-crime.
- 1-enforcement of ordinances i.e. code violations in neighborhoods. 2-paying for schools/teachers/programs.
- 1-over population of illegal immigrants. 2-housing program. 3-high rise in poverty.
- 1-growth. 2-water supplies. 3-schools.
- 1-too many Mexicans.
- 1-increased traffic, increased population. 2-bigger gap between haves and have nots.
- 1-population growth. 2-traffic increase and attendant problems. 3-sufficient water.
- 1-affordable housing. 2-overcrowded schools. 3-more local jobs.
- 1-growth. 2-growth. 3-growth.
- 1-control growth. 2-racial harmony. 3-traffic & road maintenance.
- 1-taxes. 2-unemployment. 3-affordable housing.
- 1-increase in unemployment and decrease in business and residence occupancy rates. 2-decrease

- in revenue from sales taxes and other taxes to meet budget needs. 3-increase in traffic concerns, increase in accidents, careless drivers, etc.
- 1-traffic. 2-increased price on housing. 3-size of classroom (students) too many students/not enough space.
- 1-growth...too many Hispanics. 2-too much new housing causing overcrowding. 3-traffic...too many people for roads.
- 1-traffic flow in SW Longmont (poor planning so far). 2-quality of schools. 3-crime because of placement of affordable housing.
- 1-quality education in all schools (grade schools & high schools). 2-growing employment base. 3-high quality of life.
- 1-over population. 2-housing. 3-schools. We need more policemen to be at intersections to watch for red light runners.
- 1-water. 2-traffic growth.
- 1-traffic. 2-affordable senior housing. 3-water conservation.
- 1-too much growth. 2-traffic problems. 3-ensuring our children receive the best education possible.
- 1-schools. 2-paying teachers.
- 1-mexicans. 2-mexicans. 3-mexicans.
- 1-traffic control. 2-crime. 3-water shortage.
- 1-people...making a mix that will at least tolerate if not enjoy each other. 2-jobs & job security...not many take pride in work. 3-water and other utilities we all expect.
- 1-no connection/continuity of bike lanes (walk paths). 2-traffic. 3-overcrowding of schools.
- 1-growth. 2-water. 3-schools, board, administrators.
- 1-letting big business/corporations dictate what Longmont will look like (super Wal-Mart, developers). 2-affordable housing. 3-unrestricted growth in Weld County and impact on overcrowded schools.

- 1-growth and trying to keep the small town atmosphere. 2-becoming more modern and getting more businesses to move in. 3-housing and jobs: making sure house prices continue to gain in value and that we have enough jobs to sustain the economy.
- 1-traffic. 2-schools. 3-water.
- 1-economic development. 2-traffic. 3-encroachment from neighboring counties/cities/towns.
- 1-growth. 2-roads. 3-water.
- 1-traffic. 2-water waste.
- 1-crime. 2-growth. 3-quality of life with all of the growth.
- 1-taxes. 2-traffic. 3-roads.
- 1-over population in schools. 2-water. 3-development.
- 1-traffic. 2-road repair. 3-enough police personnel.
- 1-traffic control. 2-crime. 3-street maintenance.
- 1-too much growth. 2-too much growth. 3-too much growth.
- 1-economy...job loss. 2-drought. 3-too many empty buildings without revenue.
- 1-school standard. 2-recreational facilities. 3-public transportation (proper).
- 1-traffic.
- 1-over development. 2-lack of open space. 3-sustainable water conservation.
- 1-St. Vrain budget crisis. 2-over population.
- 1-water. 2-traffic.
- 1-traffic. 2-education...school overcrowding...poor quality of education.
- 1-employment. 2-rebuilding school systems. 3-growth.
- 1-lack of retail & restaurants currently. As houses are built and retail does not grow the sales tax will not keep up. Furthermore, Sams club, Wal-Mart, etc will be built in Weld County and Longmont residents will lose the tax. This also is currently happening. 2-lack of entertainment. Longmont will lose appeal and residents now go to flat irons, Loveland, etc.
- 1-growth. 2-education. 3-traffic.
- 1-traffic. 2-population growth. 3-affordable housing.
- 1-all of business growth is on south end-this is bad! 2-traffic...no turn signals at intersections that need it. 3-houses being built way too close together.
- 1-outrageous costs. 2-more violence. 3-more housing.
- 1-overcrowding in schools due to housing growth. 2-traffic increase. 3-not enough shopping/restaurants for growth.
- 1-inconsistency in code enforcement between neighborhoods-well to do, middle and lower income. 2-traffic congestion...need for lights instead of signs. 3-neglect of older neighborhoods...focus on new areas taking priority over city as a whole.
- 1-schools. 2-traffic.
- 1-traffic. 2-lack of resources. 3-need more companies in the vacant buildings.
- 1-housing expansion. 2-increased traffic flows. 3-economic stress.
- 1-growth/sprawl. 2-traffic. 3-job market.
- 1-i personally get tired of having to drive to flat irons crossing to be able to do a lot of shopping. I also wish there was better bus transportation to and from the airport. I wish more emphasis would be put on east Longmont instead of 99% on the west side.
- 1-growth. 2-schools over populated. 3-traffic.
- 1-schools. 2-population growth. 3-unemployment.
- 1-balancing city budget. 2-keeping roads in repair. 3-expansion.
- 1-population and improve school quality. 2-road repair. 3-hispanic control.
- 1-economy dropping. 2-education.

- 1-traffic. 2-growth. 3-water.
- 1-public transportation shortage. 2-public school funding.
- 1-increase in traffic. 2-decline of revenue. 3-urban sprawl.
- 1-juvenile crime/delinquency. 2-street repair. 3-trash removal.
- 1-growth. 2-water. 3-taxes.
- 1-demise of small business. 2-water. 3-jobs.
- 1-growing population. 2-lack of funding for disabled persons. 3-traffic control.
- 1-traffic!! 2-traffic...left hand turns are difficult in many areas. 3-curtailing and controlling growth!
- 1-getting and keeping good paying quality industry for good tax bases. 2-keep working open space projects and keep up the good work on water storage projects. 3-city street infrastructure needs more four/six lane streets to move traffic.
- 1-lack of quality parks/open space. 2-poor trail system compared to surrounding communities. 3-too much development.
- 1-overcome school district debate and increase quality education. 2-diversifying Longmont's economy. 3-managing growth to avoid degrading quality of life.
- 1-growth.
- 1-growth. 2-affordable housing. 3-schools.
- 1-traffic. 2-growth. 3-crime.
- 1-traffic congestion. 2-school overcrowding. 3-water shortages.
- 1-from poor quality of life to no quality. 2-water shortage. 3-overgrowth.
- "1-with the intro of e-470, I think Longmont needs to elude an isolated (i.e. greenbelt) feel to the city. 2-poor entry view to the city. Longmont is beautiful and quaint, but ugly to drive into (boulder/Longmont). 3-developing Main Street...slow and decrease traffic, bargain shops."
- 1-traffic to Denver/commuting ease...Wadsworth

- 287 difficult! 2-planned growth & water conservation. 3-preservation of open spaces and parks, etc in developments.
- 1-traffic. 2-population. 3-employment.
 - 1-school funding. 2-school overcrowding.
 - 1-growth & traffic congestion. 2-water conservation & educating homeowners. 3-school budget crisis.
 - 1-affordable housing. 2-wages. 3-rent too high...no jobs.
 - 1-drought. 2-too much new building that takes the water away from the farmers and agricultural needs. 3-resistance on city/county's behalf to install very much needed stop lights that cause dangerous traffic flow problems.
 - 1-wetbacks. 2-wetbacks. 3-wetbacks.
 - 1-water...too much building, will not be enough. 2-growth...too fast and too big. 3-with growth comes crime.
 - 1-too big classrooms in schools. 2-not enough restaurants.
 - 1-over population. 2-school growth. 3-affordable housing.
 - 1-the smell from the water treatment plant - I got tired of reporting this problem - it makes me want to move. 2-traffic congestion. 3-urban sprawl.
 - 1-traffic. 2-infrastructure. 3-airport upgrades.
 - 1-growth. 2-traffic. 3-school crosswalk at 21 and Daley (to Sandborn), people don't stop and another child is going to get hit. Speed bumps or light needed.
 - 1-traffic controlled. 2-police services. 3-trash control for everyone.
 - 1-growth/employment. 2-school issues/St. Vrain. 3-traffic (old town) speeding on gay street - 3rd avenue.
 - 1-financial problems of St. Vrain district. 2-too much-too fast growth. 3-traffic.
 - 1-traffic. 2-jobs. 3-increasing costs.

- 1-gangs/smart ass kids. 2-traffic. 3-be Boulderized.
- 1-too many people. 2-no work.
- 1-too busy - too many cars.
- 1-mucha poblacion. 2-mas trafico. 3-faltaran mas escuelas.
- 1-too much growth. 2-the invasion of the super Wal-Mart. 3-re-vamping the school district budget & managements.
- 1-growth - taking away open-space. 2-over crowding in schools. 3-rising costs of homes.
- 1-growth - crime. 2-water. 3-traffic.
- 1-the morning and evening drive on the diagonal. 2-Main Street driving & parking.
- 1-schooling.
- 1-maintaining roads & parking lots with potholes. 2-overcrowding due to increases in population. 3-lack of clean water supply.
- 1-sprawl and traffic. 2-water resources. 3-crime.
- 1-growth. 2-water supply. 3-saving open space.
- 1-crime. 2-school district financial problems. 3-continuing developing of downtown business district.
- 1-slowng down the fast growth. 2-creating a walk/pedestrian friendly downtown. 3-creating quality schools for the new growth.
- 1-higher rents/real estate. 2-smoking ban for boulder county.
- 1-road maintenance, potholes, broken street lights. 2-gangs & juvenile delinquency, graffiti, animal cruelty by kids. 3-inadequate parking spaces in downtown Longmont, & post office.
- 1-traffic. 2-growth. 3-water.
- 1-growth. 2-traffic light left turn arrows. 3-becoming like boulder.
- 1-traffic. 2-water restrictions. 3-park maintenance.
- 1-growth. 2-streets to accommodate #1. 3-taxes & tap fees.
- 1-sustaining economic viability. 2-intelligently managing growth thru planning. 3-being able to

- maintain high quality city services.
- 1-over population. 2-land loss. 3-natural resources diminished.
- 1-growth. 2-congestion. 3-pollution.
- 1-traffic. 2-growth. 3-drugs.
- 1-population growth. 2-ability to maintain city services. 3-school overcrowding.
- 1-growth in population/overcrowding. 2-traffic in town/area. 3-school system responsibility/fiscal.
- "1-growth (residential) should be curbed-don't become like LA. 2-traffic volume - too many vehicles & fast driving. 3-lack of local employment to satisfy current & future populations."
- 1-job balance - no relying on hi-tech industry. 2-traffic.
- 1-the downtown is not good. 2-lanes too busy for shoppers, too many pawn shops. 3-no good parking - the city made everything worse for downtown to be pleasant or nice. 4-overcrowding.
- 1-over development/lack of proper planning & zoning-city working for developers not residents. 2-over development - traffic-lack of long term planning for growth. 3-crime - mixing low & high income neighborhoods together decreases property values & decreases neighborhood security.
- 1-traffic.
- 1-water. 2-economy/schools. 3-diversity issues.
- 1-controlling growth. 2-real open space. 3-keeping yuppification from taking over the whole city.
- 1-growth. 2-congestion on the streets & diagonal highway. 3-pricing for housing - land & rents.
- 1-traffic. 2-schools. 3-taxes too high.
- 1-street congestion. 2-water supply. 3-crime.
- 1-traffic. 2-mexicans. 3-roads.
- 1-growth! & the consequences of growing too fast. 2-growth! & over crowded schools. 3-growth! & the consequences of compromised services.
- 1-growth. 2-traffic. 3-water.
- 1-over population. 2-water shortage. 3-education.

- 1-traffic.
- 1-reestablishing Main Street.
- 1-less open space. 2-traffic congestion.
- 1-formerly quiet neighborhoods are being overrun with traffic. 2-growth is out stripping city services - city can't keep up - police can't keep up. 3-common pattern - new mini malls pull customers out of local shops - older commercial areas of Longmont look terrible.
- 1-growth. 2-schools - budget problems. 3-crime.
- 1-commercial vs. residential growth/development. 2-drought & water resource management.
- 1-expansion. 2-streets. 3-sanitation.
- 1-traffic - traffic - traffic. 2-water. 3-growth.
- 1-to get more business to move to Longmont. 2-the traffic on main St., 21st Ave., hover and 3rd Ave.
- 1-too many people.
- 1-boulder county government. 2-over building. 3-bould city government results - i.e.: cost of housing.
- 1-traffic on main & hover. 2-petty vandalism. 3-drought.
- 1-crime. 2-traffic. 3-transportation.
- 1-getting too expensive. 2-road maintenance very poor. 3-getting too crowded.
- 1-clean Main Street. 2-clean mall entrance & increase security.
- 1-now and then housing for young married couples and singles - middle class. 2-retail - big box/Wal-Mart, Sams, Costco, we need Louisville Loveland get our money. 3-growth getting in and out of town major problem, 287 and hover is it north and south.
- 1-high cost of living. 2-low housing standards - for rent.
- 1-traffic.
- 1-traffic. 2-range of jobs available. 3-school system improvements.
- 1-school funding. 2-environmental/conservation. 3-

- crime.
- 1-more job opportunities. 2-more schools.
- 1-growth - the building of new homes. 2-schools - for the children of these new homes.
- 1-air pollution. 2-lack of water. 3-too many automobiles on the road.
- 1-immigration of illegal immigrants. 2-unemployment/jobs.
- 1-crime. 2-not enough schools/teachers. 3-traffic.
- 1-bankrupt school district. 2-declining sales tax - twin peaks mall looks like crossroads. 3-get rid of smoking in restaurants - I would rather eat in a non-smoking establishment.
- 1-traffic.
- 1-recreation facilities. 2-service for seniors. 3-building and housing inspection.
- 1-over crowded schools. 2-lack of water resources. 3-lack of commercial entities moving in.
- 1-growth. 2-water. 3-traffic.
- 1-traffic. 2-small business failure.
- 1-growth. 2-water shortage. 3-traffic.
- 1-growth. 2-traffic. 3-crime.
- 1-more noisy motorcycles - no muffler.
- 1-jobs. 2-stop Longmont from getting too big.
- 1-traffic. 2-high cost of living. 3-crime.
- 1-immigration. 2-traffic on main St... 3-comcast cable!!!
- 1-taxing the natural resources of Longmont, not enough water, insufficient sewer. 2-traffic congestion, especially at peak hours is a problem. 3-rising costs, diminished incomes makes it hard to make ends meet and pay taxes.
- 1-school crowding. 2-unemployment. 3-traffic congestion.
- 1-growth - needs to stop. 2-roads - poor condition & poor traffic flow - weeds & trash. 3-downtown - lots of money spent & nothing to show for it
- 1-traffic. 2-schools. 3-water.
- 1-growth. 2-new streets. 3-tax revenue.

- 1-traffic is getting worse. 2-price of real estate. 3-water shortage.
- 1-lack of independent shops, restaurants, natural food stores. 2-traffic, lack of public transportation - regional - trains.
- 1-population growth. 2-school system. 3-real estate.
- 1-growth. 2-traffic/safe pedestrian access. 3-schools.
- 1-overcrowded schools. 2-declining property values. 3-rising unemployment.
- 1-growth - loss of open space. 2-water. 3-zoning.
- 1-traffic. 2-drugs. 3-growth.
- 1-unemployment. 2-crime. 3-growth.
- 1-growth. 2-traffic.
- 1-behavior problems in schools. 2-lower income housing. 3-children without families ???
- 1-schools for children (budget). 2-community services (budget). 3-traffic.
- 1-crime/gangs. 2-water availability. 3-loss of local businesses - especially downtown.
- 1-traffic. 2-growth & maintaining good parks. 3-budget.
- 1-traffic. 2-low cost housing.
- 1-water. 2-quality schools. 3-unemployment.
- 1-water shortage/water conservation. 2-attracting/keeping good teachers & schools. 3-traffic congestion/air problems.
- 1-employment & homeless families. 2-recreation facilities (softball, soccer fields) bike paths - bike paths to work and rec. areas like boulder has would be great.
- 1-high quality schools. 2-more trees and parks in new area.
- 1-excellent school system. 2-open space, parks, bike trails. 3-infrastructure - water & sewer, roads.
- 1-bad roads - never lived where the roads were so bad. 2-water. 3-better use of tax money.
- 1-lack of employment opportunities. 2-water conservation. 3-West Nile Virus.
- 1-teenage drug & alcohol use. 2-growth. 3-school district health.
- 1-traffic. 2-growth. 3-update school bldgs.
- 1-over building. 2-increased population. 3-school issues.
- 1-ask a person this when RTD taxes were voted out in the 1980's and never deducted from the tax system, Longmont taking RTD taxes against vote(fraud), lets deduct RTD taxes 2 times, once to put the taxes at normality and 2nd time to pay back the people for what was taken from them. 2-the city of Longmont can't give increase in pay to those who risk their lives every time they go on a job, but the city of Longmont is getting 2 cents every gallon of gas sold in Longmont-goes to general fund
- 1-water. 2-population increase. 3-traffic.
- 1-congestion from traffic. 2-overcrowding of schools. 3-increased crime.
- 1-traffic including noise & air pollution. 2-retaining a versatile job lease & keeping quality employees. 3-affordable programs & housing for seniors on a fixed income.
- 1-growth (managing).
- 1-suburban sprawl. 2-increases in property taxes & high cost of living causing poverty & homelessness. 3-death of Main Street (old town part).
- 1-growth. 2-water supply. 3-traffic.
- 1-not aware of any.
- 1-drugs. 2-violence. 3-peoples attitudes - young & old.
- 1-water. 2-over crowding with people. 3-traffic.
- 1-growth - need to slow it down. 2-traffic and parking.
- 1-employment. 2-affordable housing. 3-mass transportation.
- 1-traffic. 2-over crowding. 3-lack of open space.
- 1-traffic. 2-population increase. 3-affordable

- housing for people making \$25,000/year.
- 1-water shortage. 2-school budget.
- 1-crime. 2-growth. 3-quality of life.
- 1-growth. 2-water.

- 1-falta de agua. 2-desempleo. 3-inflacion en la economia.
- 1-water. 2-paper box disposal.

Question 4a: Why are you satisfied or dissatisfied?

- No problem is past 1 1/2 years that we have lived in Longmont
- I have no complaints.
- No problems.
- Good administrator of city government.
- They seem to be promoted when you need something done.
- The planners & the city council have up-zoned our neighborhood, ignoring facts we presented & research. Neither the council nor planners understood. Mayor Pirnack lectured us on her view that city council was not democratic.
- They spend too much time & money on illegal aliens & not enough to the white people!
- Responsive, professional
- It's there when needed.
- We're average.
- They are over-priced.
- My recycling facilities at 45 Denver Way are inadequate. I'd ask for 1 additional can.
- Some departments are excellent, others are poor. Also, the quality of employees varies widely.
- Have not had any problems.
- The city of Longmont has been responsive to all of my requests. Services are provided in a timely manner, & city employees are always friendly.
- Police respond very slow.
- Quick response to service calls.
- The city has many responsibilities. Some things they do good & some bad. I give the city the benefit of the doubt.
- Excellent communication through 'City Line' Longmont magazine. Friendly & Competent workers in city offices. Well-maintained parks.
- Timely, dependable.
- Code enforcement took no action. Police refused to respond & planning/public works are arrogant & inflexible.
- Hardly ever any problems.
- There haven't been any problems.
- Every time I have called the city, I have received prompt & accurate answers to my questions from a courteous person.
- Satisfied with all but snow removal. On the 17th & probably everywhere the snow is plowed on top of the drains!
- Although city services are performed adequately, much is to be desired concerning fiscal & individual responsibility. Indifference is apparently frequent.

- The city main streets are becoming so rough to drive! Pot holes, uneven, etc.
- I can recycle tree limbs & shrub limbs. I'd like to see recycling curbside every 2 weeks. We need more police along hover road enforcing the red light laws.
- Cost is too high.
- Never have had a problem.
- I have never had any problems with the exception of my trash being missed one week, but it was immediately resolved.
- Helps keep the city clean & safe.
- Always on time.
- Special transit.
- Enjoy living in apartment complex in Longmont (good area, good trash removal, good electrical service, good library & senior center in Longmont).
- Over-all experience is positive.
- The services I am aware of are always timely & accomplished efficiently. (trash, garbage, recycling, Ecology)
- For the most part, it's good. I would like to see laws better enforced.
- Our trash pick-up has been missed a few times. We received a letter a few years ago about dandelions in our yard. They had been sprayed & were dying. You can't tell from the street if weeds have been treated.
- Very patient & polite in any contact.
- Have just moved here 6 months ago & haven't had time to explore.
- Great in some areas, terrible in others. Many of the schools are bad. Not enough code enforcement.
- We have a great city & city workers show it!
- Responsive & helpful men called. Services are on time.
- Loud boom boxes & noise.
- No major problems.
- Because I live in an apartment where all these services are included in the rent.
- Removed water meter & replaced new one immediately.
- Services offered are conducted well. The need to expand is disregarded. Better recycling services. Free the police slaves from paperwork. Get city officials to focus where the current citizen's needs are, not from a political agenda.
- Responsive to questions.
- Needed services are provided as needed & otherwise I'm left alone. (unlike boulder)
- They do a good job on picking up trash, etc, & checking on flooded area too.
- I feel the city is growing too fast. Too much traffic. We should try to slow down growth for better quality of life for future generations.
- Longmont is a good place to live. Nice neighbors, low crime rate, good shopping, good medical facilities.
- City services are very considerate, thorough, & professional! Thanks!
- Every time we needed someone, they were timely & very helpful.
- Things are as promised.
- Water, sewer, electricity & trash are fine.

- Traffic is crowded on hover rd & is not monitored between 3rd & 9th, enough at peak times.
- Very responsive employees.
- We haven't had any problems.
- The city does what it says.
- No problems.
- It seems with just one phone call, action is taken. Thank you & keep it up!!
- Mostly because things run smoothly & I don't have to think or worry about it.
- I have never had cause to be dissatisfied.
- Suit our family needs. Room for growth. Hard to get the right person on the phone.
- Never had a problem.
- More than I expected when we moved to Longmont.
- It's only satisfactory. We always should allow room for growth.
- I live in a condo.
- No problems.
- Code enforcement should be stricter on rental housing. Renters are bad news. They lower the value of home owners. Most landlords live out of the city. They don't know the rules. Plus, the traffic & speeders. They should circle down on teenagers.
- Good response to telephone questions. Overall fine quality of living.
- I think a good job is being done, even though Longmont is facing very bad uncontrolled growth.
- Poor community planning. Crime.
- When I have needed their services, they have been professional & prompt.
- Because trash & recycling are never a problem & because roads are plowed quickly. Everything else is at a satisfactory level.
- Someone listens to me every time I call a city department or come by, whether they have an answer or not. They take the time to listen.
- Would like more recycling pick up at home. Excellent fire department.
- The city services appear to be well organized & serve our needs well.
- Everyone has been very helpful.
- City employees go out of their way to serve. Great water.
- Trash pick up is poor. When trash is dumped, part of it ends up missing the truck & the driver leaves it to be blown around by the wind.
- Nice quiet community. I feel safe. Driving is not too bad. Would like enforcement or implemented noise ordinance.
- Had electric company come & fix wiring after a storm and they were excellent.
- Caps program-took a while to remember to stop to pick-up, still happens with substitute drivers.
- I have no problems with the city. I wish people would drive slower on my street (Gay).
- I have only utilized basic services - so far they have been very adequate.
- When needed the response was immediate.
- Consistency, could do better with pot holes, very pleased with recycling program, could add more items to list.

- New resident - very happy so far.
- I'm mostly acquainted with the library & it is one of the finest & beautifully maintained I've ever used.
- When the city puts my tax dollars into logical, well planned choices that affect my everyday life...I'm satisfied.
- We have been served well and have no complaints.
- All services work pretty good. Nothing special though. I wish there were more recycling programs available.
- Not usually any problems.
- We've never had any delay or problem.
- The city of Longmont usually responds in a courteous and prompt manner when called.
- Have had no problem.
- If I have no complaints, I must be satisfied.
- We have always received help when we requested it.
- I live near Hover Park and I am very dissatisfied with upkeep and improvements there. Please fix existing parks before creating new ones.
- I have never had a problem.
- Water, trash, electricity, police and fire are standard or better than most communities I visit nationally.
- Meets needs.
- Have had no problems.
- The city does what is needed and makes us happily.
- I have only had 6 months to rate them.
- Professional approach.
- Usually minimal waiting - employees friendly.
- Efficient, moderate price
- Services are provided in a timely & efficient manner.
- No problems have occurred.
- No problem has developed.
- You do a good job overall.
- I have no problems with any of the services.
- No complaints - required no thought - automatic - which means they are doing good job!!
- Everything is wonderful, but emergency dispatch people could use real training to help people who call.
- I've had very few problems with any city services.
- No problems.
- Disabled customers need the city to assist in trash & recycling pick-up.
- I've had no problems to report to date.
- With most of the services, but should be charged only if the trash is picked up not on a flat rate.
- Courtesy & promptness.
- Meet expectations.
- Staff encountered has been knowledgeable and professional.
- City staff is knowledgeable, approachable & responsive.

- Timely, reasonably priced.
- Everything is great except the smells from wastewater treatment and Conga/Longmont foods.
- Most things operate in an acceptable way.
- It's ok, but I would like to see Longmont's foresight on future issues and would like to see that information shared ahead of time.
- Regular and efficient service.
- A few years ago I was unable to get a police officer to patrol our neighborhood for reckless and speeding cars.
- Rec. center nice, staff very good. Do not offer as wide of choice of classes, but still very nice.
- I am mostly pretty well satisfied so far. I like the somewhat small town feeling. The only problem I have is with racing in the twin peaks mall parking lot when I almost got hit. I would like a super Wal-Mart, I can afford their prices.
- I am angry that the shuttle bus to DIA can't pick people up/drop off at our homes because of the taxi company lobbying for exclusive rights. I've tried to get a taxi several times for early transport to shuttle with no luck so I had to inconvenience family and friends and the bus didn't operate at this time/location either.
- I've never had a problem. Anyone I talk to is very helpful and pleasant.
- I have had no problems with the local government in the four years that I've lived here.
- I have never had a problem with any city service and always appreciated the ease of signing up and billing (I used to move a lot before I bought my home).
- Efficient.
- They are o.k. but not great and not poor, better than some.
- Quick response time, professional and friendly even though I don't speak Spanish I am happy that everything seems to be bilingual.
- I have never had any problems getting information from the city.
- Because I've never had occasion to be disappointed in my expectations.
- Trash isn't always picked up requiring a call. Cats should be leashed and require license same as dogs. (three cats in a household should be confined).
- No significant problems.
- Because there are not any police officers enforcing the speed limit laws on Collyer St. between 23rd St. and hwy 66. The speed limit is 30 mph and people drive down my street at 55 mph. Please do something!!
- I expect it to be good. I am paying for these services and I want them. I expect the best.
- Services are fine if only some are a little over priced.
- Not much enforcement of traffic laws, mainly motorcycles, off road vehicles on highway and speeding in restricted areas.
- No problems.
- Not enough neighborhood parks in newer areas. Golf courses and open space should not equal parks!!
- Library research and staff.
- Promptness and reliability. Inspections are prompt.
- Housing codes concerning the number of people not of one immediate family living in a residence are not

satisfactory.

- There should be an ordinance that the large trash collection containers must be kept out-of-site in a garage or beside the house.
- When I call with questions, person has been courteous, knowledgeable and helpful.
- Everything runs smoothly.
- I haven't had any problems with city services I receive, but I wish the museum had an expanded children's area.
- Friendly, courteous staff.
- Called and wrote letter about tree limbs blocking Francis and 9th St. and street coming onto Francis. No response and it's dangerous.
- "Overall the services are good. I do not see a hole that needs fixing."
- Clean water, removal of trash, fix pot hole in street.
- I haven't had any bad experience.
- Some areas are better than others.
- I receive very dependable services. No complaints.
- Nothing of note.
- Services are very average, but services like recycling is good. I guess things could be much worse.
- Very well covered.
- Most services are excellent. My only problem is the night time odor from the sewage treatment plant.
- Don't really pay any attention.
- Find it difficult to reach correct office by phone for power outage, etc.
- Much better than in other cities we have lived.
- No problems.
- Services run smoothly.
- City services are generally good to excellent. I do get concerned over lack of traffic enforcement, graffiti and other minor disorders.
- The water is good, trash & eco cycle pickup are prompt. Sewer system seems fine and police are responsive.
- Water costs too high but at least we have it.
- City is always responsive to concerns, not overly bureaucratic.
- I am just going by what I see around town.
- Water has had a lot of pollution lately.
- Only get electric service.
- I am not very happy here so it doesn't matter.
- No problems.
- Very reliable in my 18 years in Longmont.
- Have had not problems.
- I would like the city to be more proactive regarding barking dogs. Talking to my neighbor caused problems to me.
- A lot of services for a decent dollar.
- Many electrical outages keep us from being very satisfied.

- I think the city does a good job. I love living in this community and the emphasis on community.
- Not enough service for newcomers.
- They do a pretty good job. They seem to need help on the parks and rec. problems.
- Meets all expectations.
- I look at its measure of success because I never have to think about it. It is always there.
- More police presence and enforcement is needed as a deterrent to crime.
- Don't like it when the police automatically label a teenager who is missing as a runaway.
- I like the services. I think things work pretty well.
- Seem to be adequate but not extraordinary.
- No particular problems.
- Trash, lighting, snow removal all seem good. I used the trash drop off recently. Need limb removal though.
- No problems.
- Very pleased especially with electric service and satisfied with the punctuality of trash pickup. Water quality is consistent.
- Price of living for common folk is very unaffordable. Disabled need more help.
- Have had no problems with city services.
- I work in Louisville and only live in Longmont. I prefer to shop in boulder or Broomfield.
- I go to other cities and realize that the people in those communities are not as well off as I am.
- Lack of facilities and expensive for no good reason.
- Not excited about them, however most the time they live up to our needs.
- Timely, responsive and friendly.
- City services are dependable and well run.
- Adequate.
- The trash collection have always come even in bad weather. Also have seen local police patrolling the area.
- City seems to focus towards illegal immigrants and Caucasian populations.
- No problems.
- Professional police, good water, few significant power outages.
- Not very happy regarding code enforcement. I have called many times regarding violations and get no response or they just talked to the people and the problem was not corrected.
- Overall services that I use are good. I appreciate the concert series and extras that Longmont is providing also.
- Consistent service, understandable, good customer service.
- Some are excellent and others poor.
- "With an overall outlook it is a pretty nice small city."
- No problems.
- Dependable and affordable.
- On time.
- Trash pickup and recycling is excellent, billing is good, street cleaning is excellent.
- "Street closing for annual 'race' restricts access for 1/2 a day (Saturday)."

- Some good and some bad.
- No complaints.
- Reliable service most all the time.
- I am not as picky as some people are, except when it comes to the way they drive. They don't even stop at a stop sign-morons!
- On time - dependable.
- Their courteous service, willingness to give the customer the very best support and assistance.
- I don't use many except for utilities and they are very reliable.
- Never had any failure to provide.
- I am happy with the recycling and trash pickup but the containers are too deep and too heavy.
- All calls I've made have been answered promptly and courteously.
- Trash pickup could go to two week cycle & recycle pickup once a month. Billed a flat rate for water & countryside village.
- Always courteous, efficient service.
- No complaints, overall good job.
- Streets good; reports of lights out, excellent response and park people respond well.
- I am very impressed with Longmont's sidewalks and maintenance of parks, etc.
- Consistent quality and fair rates.
- Services have been delivered as expected and promptly taken care of if not done immediately.
- Garbage, recycling, street cleaning, fire department are all excellent.
- Everything I need, water, electric, transportation, garbage or junk removal is available when I need it on a regular basis.
- I don't like paying the city for my trash and electricity!!
- City streets are clean and parks as well.
- I wish code enforcement was better.
- I have not had any problems, but have only lived here for 4 months.
- Meets out needs.
- Because I live in boulder county.
- Quick response when problems do arise, but there have been very few problems overall.
- Consistent.
- No negative impact so far, thus satisfactory.
- Basic needs are met.
- They help when in need.
- Meets my expectations.
- Generally accommodating, mostly nice and helpful.
- Not friendly dispatcher and tree limbs blocking vision on off streets coming onto main roads.
- My trash gets picked up every week, my water is safe and my electricity keep my house lit.
- I have had no problems with public services I receive in my household. Some services in the community could be

improved.

- Need to take more action when residents call police about crime. This includes property damage (very poor service).
- Great library facility. Great recreational areas.
- I can't complain.
- Wants and needs.
- The city maintains Longmont well in many ways.
- Everything runs just fine in city services.
- There have been no real difficulties. I wish there was somewhere to take grass clippings.
- Anytime I have called with questions, I have always received some sort of an answer.
- Electric service was promptly restored after March snowstorm; police responded quickly to a complaint I filed.
- We only use city electric as we're not zoned as part of the city.
- Utilities work, library reasonable range material, traffic flow (lights) need work. What I see or use looks reasonable.
- We are renters, our building owner deals with most of those things.
- We have good quality of life and there is good communication.
- Dependable.
- For the most part, services are at an acceptable to good level.
- Code enforcement completely absent, no recourse.
- The city is too biased towards Mexicans and they don't enforce the laws very well.
- This city cares for its citizens, the level of lifestyle and city services is on par with the best cities in the u.s.
- All contacts with city employees most satisfactory.
- I haven't had any problems.
- City personnel have always responded when I have had a question or concern.
- Trash pickup not sufficient for seniors living in old town. Difficult to dispose of yard refuse. Need more curbside pickups to keep Longmont looking neat.
- No water pressure on west side/hover rd from 9th to 12th Ave.
- Water tastes like there's chlorine in it. It seems to have changed since 2001. Doesn't seem to be drinkable.
- I have never had a snowplow on my cul-de-sac in 20 years!!
- It all seems to be done as ordered. Would be nice if people put old checks, personal items in a bag as we sometimes are picking up stuff from all over after truck goes by.
- Staff is generally very knowledgeable and helpful and courteous and responsive.
- On schedule.
- The only problem is with theft type crimes, not much is done to prevent them or solve them.
- Adequate.
- Seems well run.
- City should do more to increase school standard, other facilities to attract people.
- Keep everything going along smooth.
- See #3.
- Have not had any issues except building code. City inspectors missed items.

- They try to do their jobs as accurately as possible. Too many taxes. Need more water reserves.
- Trash collection is careful and on schedule. Meter reader is friendly and courteous. Great water. Police could be more friendly to young people.
- The services have been provided just as I would expect them to be.
- We have had way too much vandalism and feel response is lacking.
- From experience.
- Longmont police are a joke.
- When you consider all the services the city provides like limb diversion on martin street, it a good city.
- Trash pickup is terrible in its program. Special pickups are left for 2 weeks at a time.
- They meet reasonable standards.
- Consistent and on time.
- Limited services for myself but with no problems.
- City of Longmont (electric) got us back with electricity the last snow storm in 30 minutes. The library has excellent reference people. Refuse collection always punctual. Glad for the changes in council.
- Trash, recycling, limb collections etc are wonderful services for the city to provide its residents and it is done on a consistent basis.
- The electricity company does good work.
- No water pressure.
- Would appreciate having postal service to my door rather than depend on neighbors.
- I love our electric company & water supply. I want more green power not necessarily wind. More recycling days would be good.
- Seem o.k. - few problems.
- Cost to residents is somewhat high.
- Satisfied with additional services such as eco-cycle & limb diversion drop offs. Smell from sewer plant kept me from rating very satisfied, although it seems better lately.
- Easy, single billing, good rates, good service.
- There are many dangerous intersections that the city/county refuse to act to help deal with the added population growth that is causing dangerous intersections!
- Seems adequate.
- But could have better recycling. I throw a lot of boxes and other products that could be recycled if picked up.
- There are certain roads that need to be better maintained.
- People are responsive and courteous.
- No problems.
- Whenever I have to get answers or services, I have received excellent service and quick response.
- Because the services are provided based on contract-i.e.: when, how, etc. We have not had many problems with city services.
- All seems clear.
- Proven servicios pero no tan satisfactorios como la limpieza de la ciudad y vehiculos en la calle.

- Longmont is an enjoyable town to live in, and the services seem to operate smoothly.
- Efficient.
- The information I get is good but I don't believe I get all the information I need.
- Because the roads have potholes and they pave the roads that don't need repair and let other streets go to pot!
- I don't use some of the services, and the others are expected and really no different than other places I've lived. Just don't think one way or the other about them.
- Very expensive!
- The buses (public transportation) do not run to the same stop except every hour. This hardly makes it worthwhile to ride the bus unless you have to & its inconvenience.
- Consistent I know what to expect & when I appreciate being kept informed of events and changes.
- Treated like a number.
- Because I don't have to worry or deal with anything.
- Polite & responsive answers from staff.
- City services I receive are very reliable.
- Not satisfied with response of police department and city planning allows developers too much flexibility without accountability.
- I get annoyed when trash is found on the streets as a result of trash collection not being conscientious.
- Very good overall citywide customer service.
- I haven't really got track of everything. I like the senior center and services for services. Don't like the lighting or lack of it on emery and college.
- Usually get called back from everyone I call. Fire department came to my house twice on Christmas Eve for a gas leak and wouldn't leave until the repairmen fixed it properly, very nice people and dedicated.
- I have nothing to complain about. Services are wonderful, consistent, thorough, timely.
- Too much bureaucracy will choke the life out of the community. Not everything has to be controlled i.e.: covenant communities. Also, get with the program and allow utility bills to be paid online!
- Very adequate.
- They do a good job with trash removal and other services are usually very quality service minded.
- They do their job.
- Individually, employees are pleasant one on one - but departments responsible are not keeping up with graffiti, break-ins, drivers who speed, construction of streets is slow to handle new growth.
- Easy to read bill and helpful staff.
- I have experienced no problems in 5+ years.
- Street repair in our subdivision was horrible.
- Traffic enforcement is very poor.
- Downtown needs to be cleaner.
- Depends what it is. Speed of vehicles doesn't get monitored on Martin Street between 3rd & 9th avenues (speed 25) cars travel 50mph passing cars (beep at us trying to get in driveway).
- Generally efficient & friendly service.

- Everyone has a few pet peeves - overall good - too many people run red lights. Need more traffic police.
- The lights come on when you flip the switch - water comes from tap when you turn it on & the trash is picked up on time.
- Cross walks for pedestrians are dangerous.
- It could go either way.
- I like being provided a trash & recycle bin.
- Not too bad.
- When I turn it on, it works!?!?!?
- Overall, very efficient and adequate.
- Don't like the billing for water, sewer, trash & electric. Why are there three separate service charges for each service.
- Everything seems to be working, and handled on schedule.
- I got what I requested and was treated courteously.
- Reasonable cost and availability.
- Never had a problem.
- No real problems to date.
- The senior center and its programs are very diversified and fun.
- Service & response is timely.
- City does a good job; however, they need to figure out a way to keep from plowing driveways shut when clearing streets.
- Too many secrets.
- We have always been treated with courtesy & have had knowledgeable city employees. One time we were very displeased with a police officer (10 years ago) & one time displeased with a building inspector.
- They do what they are supposed to do.
- Pleased with rec. center.
- Easy to communicate.
- Snow removal & de-icing of cul-de-sac (off a secondary road) not done at all.
- Questions we've had are answered, quick response to phone calls.
- Porque creo que es lo indispensable y por o a poco pueden ir mejorando.
- You came out to repair - if needed.

Question 6: For which service or services did you contact the City?-Other

- | | |
|---|---|
| • 1-Water conservation. | • 1-Street/highway. |
| • 1-Police. 2-Fire officials. 3-Various City offices & officials. | • 1-Water billing. |
| • 1-Emergency dispatch. | • 1-Police. 2-Fire. |
| • 1-Planning. 2-Parks & Rec. promised but didn't tell me about Macintosh Lake. 3-Emergency-excellent. | • 1-Code enforcement. 2-Inspection. |
| | • 1-Repair entry to drive (damaged by ice). |
| | • 1-Police. 2-Police. 3-Police. |

- 1-Utility billing. 2-Police.
- 1-911
- 1-Police. 2-Recreation staff. 3-Building inspection.
- 1-Police (file a report on stolen car stereo). 2-Recreation staff (for a variety of reasons). 3-Public works department (fix street light in front of my house).
- Not used in the last 18-24 months.
- 1-Stolen mail (bank checks). 2-Truck broken into. 3-Neighbors are too loud (music). 'No speak-o English'.
- 1-Water meter repair.
- 1-Parks & Recreation.
- 1-Graffiti removal. 2-Planning. 3-Recreation.
- 1-Weed control (in local park). 2-Power company questions concerning rebates. 3-Street lamps are out.
- 1-Code enforcement. 2-Police. 3-Planning/Public Works.
- 1-Public Works. Re: Street Maintenance. 2-Trash problems. 3-Inspection Department.
- 1-Police. 2-Parks & Recreation. 3-Utilities.
- 1-Police. 2-Library. 3-Parks & Recreation.
- 1-Just a building permit.
- 1-Building permit. 2-Extra trash can. 3-Energy star washing machine rebate.
- 1-Large term trash disposal. 2-Street Department to plan bike routes.
- 1-Parks & Recreation for classes I take. 2-Limb diversion information.
- 1-Change address of service. Extremely poor service. 2-All. Medical emergency has excellent service.
- 1-Police. My previous residence was broken in to. 2-Utilities. Moved to new address.
- 1-Police.
- 1-Electrician.
- 1-911 ambulance.
- 1-Senior services. 2-Recreation. 3-Parks
- 1-Code Enforcement. 2-Community relations.
- 1-Barking dog. 2-Underground wires, cables, pipes.
- 1-City Clerk. 2-Fire Department. 3-Water Department.
- 1-Police. 2-Parks & Recreation. 3-Planners.
- 1-Police. 2-Recreation & Parks.
- 1-Parks & Recreation. 2-Police.
- 1-Toilet rebate.
- 1-Animal Control. 2-Boom box.
- 1-Police. 2-Code enforcement.
- 1-Utilities hook up.
- 1-Light repair. 2-Animal control. 3-Waste disposal.
- 1-Ben Ortiz & Parking. 2-Recycling. 3-Police. Too many regulations or any improvement to occur. What happened to the bush platform of returning the government control to local towns?
- 1-Police academy. 2-Volunteer possibilities with police department. I found a police department academy. Very disorganized. 3-City Clerk.
- 1-Requested tree limb removal from power line. 2-Requested snow removal from driveway entrance.
- 1-Problems with activities at Belles. 2-Dog barking constantly. 3-Trash in neighbor's back yard.
- 1-Police.
- 1-Water. 2-Building & Housing inspection. 3-Pet control.
- 1-Receptionist.
- 1-Police.
- 1-Noise control. 2-Trespassing-Skyline students. 3-Too many people living in houses in single family areas.
- 1-Automobile accident-Police. 2-Power outage.
- 1-drainage issues.
- 1-Water conservation information.
- 1-Fire. 2-Receptionists.
- 1-Police. 2-Water. 3-Waste management.
- 1-Parks. 2-Planning. 3-Building Department.
- 1-Fire.

- I-Fire. 2-Sanitation.
- I-Dumpster.
- I-Police.
- I-Fire officials are very professional.
- I-Ambulance.
- I-Utilities.
- I-Police. 2-City of Longmont (to reconnect service).
- I-Police services. Note: emergency dispatch was my only bad experience in Longmont. Employee was rude, condescending & inappropriate on the phone.
- I-Police. 2- Code Enforcement. 3-Transportation Department. Need a stricter curfew for teenagers.
- I-Fire Department on c o potential leak. 2-Police Department on stolen vehicle. 3-City sanitation on trash curbside.
- I-Forestry Department.
- I-Electric-main switch to my house got shut off by kids.
- I-Police for vandalism.
- I-Water lines.
- I-Animal control.
- I-Police. 2-Building inspector. 3-Water department.
- I-Large Time Shop 'n' Drop. 2-Street sign installation. 3-Stop sign installation.
- I-Electricity. 2-Water. 3-Trash.
- I-About junked vehicles. 2-About noise ordinance.
- I-Recreation.
- I-YMCA. 2-Recreation Center. 3-Public service (need a deposit).
- I-Fire/gas leak.
- I-Animal control. 2-Forestry.
- I-Recreation. New center at south end of town. 2-Police. Request crime information on an area of town.
- I-Water department.
- I-Planning department-to identify ownership of a fence along Whitehall drive.
- I-Billing information. 2-New water meter.
- I-Police.
- I-Police.
- I-Rental of Callahan House for reception in June. 2-Application for liquor license for reception in June at Callahan House. 3-Recreation Center for questions about swimming class.
- I-Neighbors night out. 2-Forester (tree planting).
- I-Waste management. 2-Electric.
- I-Electric
- I-Animal control. 2-Code enforcement re: abandoned vehicle. 3-Rec Center.
- I-Called for locators - electric, gas & water. 2-Don't understand why we need to call the 1-800 number. 3-Contact Electric department-lady was very nice and helpful.
- I-Neighbor's messy yard (ended satisfactorily)-neighbors cars (5car family, only 3 members in family, has horse trailer also). 2-Too many families in another house (Hispanic-probable 4 or 5 families in one house).
- I-Parks
- I-Recreation Center/info. 2-Waste management/change to services.
- I-Police. 2-Senior services. 3-Rec staff.
- I-Electric.
- I-Planners?
- I-Police assistance.
- I-Graffiti & gang wars & racing vehicles in front of my apartment.
- I-Police - just a question. 2-Code enforcement with a question about neighbor's house. 3-Planning - question about 3rd Ave. Cafe liquor license.
- I-Police department regarding a domestic dispute at neighbor's house.
- Police
- I-Information about city parks. 2-Information about ice skating rink. 3-Information about recycling engine oil.

- 1-Electricity. 2-Gas. 3-Phone.
- 1-Recreation services. 2-Police.
- 1-When the city didn't pick up my tree limbs - I had to schedule a date for pick-up 3 weeks later.
- 1-Police.
- 1-Private sidewalk.
- 1-Trash.
- 1-Police. 2-Parks & Rec.
- 1-Street light.
- 1-Police.
- 1-Information.
- 1-Emergency.
- 1-Animal control
- 1-Police.
- 1-Police.
- 1-Police - vandalism at my home.
- 1-To have recycle bin picked up that didn't belong here.
- 1-Permits. 2-Emergency.
- 911 emergency/ambulance.
- 1-Trash pick-up
- 1-Police - for neighbor conflict - trespassing.
- 1-Trash pickup. 2-Traps for stray cats - poor service - no traps available, will cost \$10 per day when available???
- 1-911. 2-911.
- 1-Police. 2-Fire department.
- 1-Clean sidewalks in parks.
- 1-Called city of Longmont to replace light bulb in street lamp.
- 1-Animal control
- 1-Fire
- 1-Parks & Recreation - skating rink.
- 1-Police - suspicious lights shined into home. 2-Police - drive by check on vehicles - keys stolen. 3-Building inspection - new furnace/AC
- 1-Building permit. 2-Animal control.
- 1-Street lighting.
- 1-Recycling. 2-Yard waste question.
- 1-Code enforcement.
- 1-Waste water/water
- 1-City of Longmont electric. 2-Library. 3-Trash.
- 1-Called police to report a vehicle slowly driving by our house 3 nights in a row at 3am- checking out peoples property - we were told no police would look into it unless a crime had been committed nor would they check for a possible theft.
- 1-Weekly Rec. Center activities - yoga. 2-Building permit & inspection. 3-Police - burglary.
- 1-Code enforcement. 2-Recycle - oil pick up. 3-Electrical outage.
- 1-Police. 2-Trash/recycle. 3-Utilities.
- 1-Limb pick-up
- 1-Prowler. 2-Loud party 3:00am drinking & fighting. 3-city council meeting.
- 1-Police.
- 1-Water permits. 2-Garbage services.
- 1-Recreation. 2-Planning. 3-Traffic.
- 1-Recreation.
- 1-Trash.
- 1-Code enforcement. 2-Homeowners Association issue with common area. 3-Neighborhood safety.
- 1-Special trash pickup. 2-Change of utility services.
- 1-Police report detail - car accident.
- 1-Drainage on our street.
- 1-Parks & Recreation. 2-Utility billing.
- 1-Police.
- 1-Police.
- 1-Police - intoxicated or druggie in our front yard. 2-Mayor - input on Macintosh Lake (requesting it be kept a nature area).
- 1-Large item garbage removal.
- 1-Building permit.
- 1-Water permits.
- 1-Recreation.
- 1-Police...someone was looking in my car at 1:00

a.m. The team that came out was really great and they looked like they knew how to handle the situation smoothly.

- I-Large trash removal.
- I-Electricity problem. 2-New water saving appliances.
- I-Ambulance. 2-Fire and police.
- I-Traffic ticket. 2-Air conditioning permit.
- I-Police services. 2-Recycling. 3-Code enforcement.
- I-Civil standby.
- I-Recreation. 2-When the city owned tree in our yard I had a large dangling limb.
- I-Dumpster use.
- I-Inspection on building a room onto our house.
- I-Toliet returns.
- I-Fire department for fall on ice - I love them all.
- I-Trash wasn't picked up on pickup dates.
- I-Library.
- I-Planning.
- I-Trash pickup. 2-Street light. 3-Information.
- I-Code enforcement - nothing was ever done.
- I-Trash collection... oil leaking trucks. 2-Police...report vandalism.
- I-Electric for street light.
- I-Sewer inspection. 2-Electricity failure... repaired within 1 hour. 3-Other inspections.
- I-Code enforcement. 2-Police services.
- I-Police. 2-Code enforcement.
- I-Special trash pickup. 2-Police services. 3-Parks & Recreation.
- I-Large trash pickup.
- I-Trash pickup. 2-Electricity during snowstorm.
- I-Police.
- I-I didn't contact the city, but I am appalled at how filthy the mall entrance is.
- I-Permit to install air conditioning.
- I-Swimming lessons. 2-Membership at Rec. Center.
- I-Utility billing. 2-Senior center. 3-Museum.
- I-Planning. 2-Fire inspection.
- I-Police. 2-City of Longmont
- I-Electric Dept... power outage.
- I-Recycle service... our house skipped twice. 2-Recreation staff... joined Rec. center. 3-Arranging new services... just moved to area.
- I-Police...someone stole a set of lights off my truck.
- I-Signal light needs for Harvard & 17th. 2-Building & construction permits.
- I-Recycle of certain items. 2-Senior center.
- I-Police...very slow response. 2-Parks & Recreation... very poor/bad attitude from Paula Fitzgerald. 3-Code Enforcement... water poor, need good.
- I-Fire department.
- I-Building/Planning. 2-Police for car tampering. 3-Telephone assistance regarding leash laws.
- I-Power outage. 2-Street light out.
- I-Planners. 2-Parks. 3-Receptionists.
- I-Traffic. 2-Traffic/noise. 3 Traffic/noise. Does this tell you there are problems that are not being addressed?
- I-Pet control.
- I-Rec Dept for information about softball, goose chase, turkey trot. 2-Chamber of commerce for general info for visiting guests. 3-Police Dept to report vandalism.
- I-Noise problems. 2-Graffiti.
- I-Eco-cycle pickup.
- I-Code enforcement.
- I-Senior center.
- I-Police. 2-Electric service.
- I-Traffic accident.
- I-Fire dept. 2-Elec dept. 3-Code enforcement.
- I-Electrical service. 2-Water pollution.
- I-Engineering/building dept.
- I-City golf course. 2-Water dept.
- I-Changed light bulb in street light. 2-Fixed trash can.

- I-Barking dog.
- I-Police services. Noise coming from construction site at 1:00 a.m.
- I-Barking dogs. 2-Junk vehicles (abandoned).
- I-Abandoned cars. 2-Accidents.
- I-Contacted police, because someone stole my motorcycle.
- I-Barking dogs.
- I-Police. 2-Electric service. 3-Street lighting.
- I-Information services.
- I-Police. 2-Parks & Recreation.
- I-Recreation. 2-Planning.
- I-Electric. 2-Parks/Forestry.
- I-Police...car accident. 2-Power outage.
- I-Park. 2-Fire officer.
- I-Police. 2-Receptionist.
- I-Water restriction, permit. 2-New utility accounts.
- I-Police (8/2001)
- I-Police. 2-Electrical.
- I-To have our trash service started after vacation.
- I-Contacted all for emergency medical. 2-Recycling to clarify locations for materials. 3-Utility dept for garbage (recycling barrel) that was destroyed.
- I-LPD. Child abuse, drugs and alcohol, peeping tom (watching children). 2-Trying to find help for homeless families or singles. 3-Downtown is mostly historical-people living near don't have any shopping areas for food.
- I-Fire department.
- I-Police department. 2-Parks & Recreation.
- I-Change of street lights 3 months ago.
- I-The police. 2-Sanitation.
- I-Street repair.
- I-Utilities.
- I-Parks & Rec. staff. 2-Building department.
- I-Trash. 2-Parks & Rec.
- I-Recreation.
- I-To find out recreation center prices and hours.
- I-Fire dept.
- I-Public works...Nick Wolford.
- I/2 years ago called police, caught burglar. 2-Called police dispatch to inform of an accident.
- I-Code enforcement. 2-Traffic planning.
- I-Code enforcement. 2-Animal control.
- I-Police... finger pointing, record check for foster care license. 2-Parks...to plant trees along bike path.
- I-Watering permit. 2-Fingerprints for job. 3-Building permit.
- I-Planning regarding rezoning. 2-Limb removed after storm.
- I-Residential code enforcement. (carpenter shop 18 feet from my kitchen table).
- I-Police - noise complaints, reporting accidents. 2-City Affordable Housing Program. 3-City Clerks office, questions about determining electric costs in a specific property for sale.
- I-Parks & Recreation-sign up for classes.
- I-Oil pickup.
- I-Emergency Medical Unit.
- I-To build a fence and find power/water lines.
- I-Tree limbs down on city right away - real good.
- I-Fire at work.
- I-Street marking.
- I-Police Dept.
- I-Recreation. 2-Administration. 3-Library.
- I-Electric. 2-Water/waste water.
- I-Gas leak in house. 2-Inspection of finished basement. 3-Get together at Rec. Center for New Years party.
- I-911
- I-Police. 2-Recreation.
- I-Trees. 2-Garbage complaint.
- I-Abandoned vehicle.
- I-Park & Recreation staff. 2-Building inspection. 3-Police.

- I-Building inspection.
- I-Recycle. 2-Water.
- I-Code information. 2-New utilities.
- I-Recreation. 2-Senior services.
- I-Library. 2-Extension services (home extension).
- I-Youth sports programs. 2-Utilities location. 3-Recycling.
- I-Park/rec excellent, very timely, good feedback! 2-Police...problems in park, very slow response (vandals at night) to no response. 3-Water Dept... excellent (I used the toilet replacement program) very responsive.
- I-Trash to downsize trash can.
- I-Street light replacement.
- I-Leaf & tree limb pickup. 2-Questions about block party permits.
- I-Police...for disturbing the peace by neighbors.
- I-Traffic.
- I-Fire department to change smoke alarms. Very nice program. 2-Pot hole in street... fixed immediately.
- I-Police...suspected burglary of neighbor, over reacted.
- I-Recreation staff about pool classes. 2-Police regarding neighbors behavior and noise.
- I-Police. 2-Parks & Rec.
- I-Utility billing. 2-Police and paramedic for a traffic accident I witnessed.
- I-Police.
- I-Planning.
- I-Installation of audible traffic signals.
- I-Very good for picking up tree branches.
- I-Water. 2-Code enforcement.
- I-Water utility rate info... superb assistance. 2-Police regarding auto traffic in yard... superb assistance.
- I-Regarding 25 mph sign in my yard.
- I-Requested use of Thompson Park & shelter house for a wedding.
- I-Police...investigation of theft. 2-Electric outage. 3-Police...investigation of daughter's traffic violation.
- I-Police.
- I-Recreation staff. 2-Police... Code enforcement.
- I-Police Dept... left voice mail and officer never returned my call.
- I-New to city and wanted to learn more about services.
- I-Police. 2-Building inspector/Code enforcement.
- I-Fire dept/Ambulance. 2-Building inspection. 3-Utility billing.
- I-Recycling center.
- I-Police. 2-Electric/power lines out. 3-South Longmont Rec. center.
- I-Oil pick up.
- I-Building inspection/code enforcement for remodeling of house. 2-Delivered materials to household waste site.
- I-Billing...city bill water & electricity.
- I-Oil recycling.
- I-Dispatcher...noise neighbor complaint.
- I-Police. 2-Recreation. 3-Electricity.
- I-Street light out.
- I-Property damage. 2-Inspection.
- I-Police.
- I-Report crime. 2-Utility billing.
- I-Transportation. 2-Health care.
- I-Neighbors with noisy party after midnight (nothing was done).
- I-Animal control.
- I-Rec Center youth sports.
- I-Police.
- I-All emergency ambulance.
- I-Rec Center. 2-Senior Center. 3-Library.
- I-Recreation.
- I-Police - theft, child stalking, middle school career day. 2-Recreation jobs. 3-Police records.

- 1-Info on dog parks. 2-Info on that natural gas fire in March that could be seen from Denver.
- 1-Restoration of electricity after power outage. 2-Noise complaint from a party still going at 1:30AM.
- 1-Called about some kids checking cars.
- 1-Police. 2-Free dumping of large items.
- 1-My neighbor has two vehicles that have expired license plates and one vehicle is a junk car with broken windshield glass on sidewalk, very dangerous. The address is 1667 Hilltop Pl.
- 1-Stolen purse.
- 1-Code enforcement. 2-Noise violations-ongoing.
- 1-Police.
- 1-Parks & Recreation.
- 1-Police.
- 1-Crime reporting. 2-Building permit.
- 1-Utility billing.
- 1-Police. 2-Street lighting.
- 1-Longmont public library. 2-Longmont archives.
- 1-Police. 2-Parks and Recreation. 3-Receptionists.
- 1-Report a theft that went unsolved.
- 1-Animal Control
- 1-Hospital. 2-Ambulance. 3-Emergency dispatch.
- 1-Police...report stolen truck. 2-Police...to report reckless driving at Clark Centennial Park (Lashley side). 3-Animal Control.
- 1-Planners.
- 1-Info on sports.
- 1-Parks & Recreation (sports for kids). 2-Water Department (high water pressure). 3-Building & Housing inspection.
- 1-Recreation. 2-Sales tax.
- "1-"To stop barking dog after hours at night." 2-"To help with domestic fight at neighbor's house in middle of night."""
- 1-Trash pickup skipped my house!!
- 1-911 for an illness.
- 1-Planning...question about Wal-mart application.
- 2-Police called 911 for an assault I witnessed. 3-Some city council regarding possibly bidding out recycling services.
- 1-Construction on house.
- 1-Fire department for info on child seat. 2-Rec. Center for classes.
- 1-To redo our cul-de-sac. The street is cracking for the last 7 years and weeds grow in the cracks. I called a year ago and nothing was done. 2-Street repair.
- 1-Fire Dept to inspect fireplace for safety... they did not. 2-Inspection (bldg) to sign off permit, again they didn't record first one. 3-Arborist to trim city trees in front of my house and they did it.
- 1-Abort city tax.
- 1-Pool to set up birthday party.
- 1-Police for kids causing problems in neighborhood. 2-Fire demonstration for neighborhood kids. 3-Planners for a park.
- 1-Loud music. 2-Dogs running loose.
- 1-Code enforcement/Animal control.
- 1-Code enforcement complaint... for 12 years our neighborhood has complained about neighbor with filthy yard with tires, illegal propane tanks and junk. Nothing has ever been done... why?
- 1-Building permit.
- 1-Utilities billing for water and electric services to new home.
- 1-Utility connections/Service establishment.
- 1-Police...officers have always been very nice but both dispatchers were extremely rude. I used to be a dispatcher and I know you don't have to be rude to be efficient.
- 1-Police.
- 1-Trash receptacle was damage during pickup. It was replaced.
- 1-Recreation. 2-Receptionists. 3-Utilities and violations/School district.
- 1-Police...vandalism.

- 1-Police. 2-Recreation.
- 1-Sanitation.
- 1-Graffiti & youth problems. 2-Special trash pickups.
- 1-Library...got immediate response and I don't work there. 2-Senior services always accommodating. 3-City Council.
- 1-Recreation. 2-Electrical...needed limb removed and no one ever showed up to take care of it.
- 1-Speeders on our street.
- 1-Water pressure.
- 1-Planning...need to hold builders accountable for common areas.
- 1-Police...car radio stolen from vehicle in our driveway. 2-Utility...marked off utilities for landscaping project.
- 1-Code enforcement... deserted old vehicles. (this Dept. takes forever to act on reported problems). 2-Emergency Dispatch... Police. 3-Museum, Rec. center, street maintenance.
- 1-About our trash and people dumping unwanted stuff in it.
- 1-Animal control barking dogs. 2-Animal control dog off leash.
- 1-Waste management.
- 1-Parks and Recreation. 2-Building permits.
- 1-Planners (questions on my job needed answered). 2-Receptionist - information. 3-Parks and Recreation.
- 1-Dumpster service. 2-Recreation center inquiries.
- 1-Hit and run.
- 1-Electricity failure. 2-Trash pick-up was missed. 3-New electrical drop - larger service.
- 1-Trash.
- 1-Rental of granges & parks. 2-Swim lessons. 3-Animal control.
- 1-I contacted the city for them to pave the area badly maintained between Terry & Coffman on 5th Ave. It has taken 3 years for them to get to it. It is

due to be done this summer 2003.

- 1-Utility service changes. 2-Recreational staff.
- 1-Building inspection.
- 1-Traffic/accident. 2-Parks. 3-Building/permit, etc.
- 1-Planners. 2-Senior center staff. 3-Clerk's office.
- 1-Water services. 2-Sewer services. 3-Electrical.
- 1-Police. 2-Fire/ambulance.
- 1-Emergency. 2-Utility billing. 3-Pet enforcement.
- 1-Emergency service (911). Excellent response - (ref: medical asst).
- 1-Called about stray dog that went after my dog. Nothing they could do - they told me to call with a cell phone which I didn't have.
- 1-Fire department. 2-Library. 3-Parks & Recreation.
- 1-Police. 2-Trash - Receptionist.
- 1-Police. 2-Parks & Recreation. 3-Receptionist.
- 1-Paying utility bill.
- 1-Garbage. 2-Water. 3-Electricity.
- 1-The police for car driving too fast on city streets.
- 1-Police. 2-Water/waste water. 3-Information.
- 1-Electric - power outage.
- 1-Historic info.
- 1-Police.
- 1-Planners/Traffic Engineering/City Manager. 2-Police. 3-Power & Communication Department.
- 1-To replace my outside light (street bulb). 2-To work on my water meter.
- 1-Emergency.
- 1-Ambulance.
- 1-Police.
- 1-Approve furnace installation. 2-Emergency hospital call.
- 1-City for problems with our sewer and city employee very helpful.
- 1-Fire. 2-Police.
- 1-Police issue.
- 1-Building inspection. 2-Planning. 3-Recycling-

trash removal (drop off days are nice but lines too long - waste a lot of gas - high pollution).

- 1-Job. 2-Electric service.
- 1-Police service for auto accident in front of our home. 2-Street light was out.
- 1-Police - as a pedestrian I find Longmont dangerous.
- 1-Police - vandalism. 2-Police - noise disturbance.
- 1-Utility service. 2-Utility billing.
- 1-Planners. 2-Police.
- 1-Waste management.
- 1-Animal control
- 1-Tree limb/trash picks up - large items not taken in weekly pick up.
- 1-Waste motor oil removal.
- 1-Library.
- 1-Used oil pick up.
- 1-Vandalism/police.
- 1-Building inspection.
- 1-Parks & Recreation. 2-Street sign markings (dept?)
- 1-Water - bill paying. 2-Senior center - parent info.
- 1-Electricity. 2-Park grounds.
- 1-Traffic enforcement - asked for school warning signs for Fall River Elementary (no signs yet!!!)
- 1-Youth programs. 2-Paving & sidewalk in front of home.

- 1-Police.
- 1-Building permit.
- 1-Hit and run driver that damaged my car.
- 1-Electric power out. 2-Garbage pick up missed.
- 1-Alley signs.
- 1-Rec Center.
- 1-Senior softball, volleyball and classes. 2-City league, softball & volleyball. 3-Bike license.
- 1-Solid waste.
- 1-Emergency services - Police & Fire. 2-Snow plowing my driveway shut. 3-Meter for electricity running amok - engineer called.
- 1-Reserve park shelter.
- 1-Water permit. 2-Police - home invasion concern.
- 1-Code enforcement - barking neighbor dogs. 2-Recycle. 3-Library. 4-Planning & zoning.
- 1-Utilities questions.
- 1-911 call - very timely & helpful.
- 1-Trash and outside storage. 2-Street lighting.
- 1-Snow removal on cul-de-sac - very icy conditions. 2-Contacted mayor of Longmont - nothing was done to improve the service requested.
- 1-Dumpster rental. 2-Swimming lessons. 3-Power outage.
- 1-Parks & Recreation staff. 2-Planners. 3-Fire officials.
- 1-Fire/police. 2-Planning.

Question 41: In what City do you work? -Other

- I am retired. Husband works in Gunbarrel (Boulder).
- Longmont
- Retired
- Retired
- Boulder
- Broomfield
- Longmont
- Retired
- Longmont
- Lyons
- Retired
- Boulder.
- Retired
- Retired.
- Longmont (at home)

- Longmont
- Longmont
- Longmont
- Boulder
- Retired
- Longmont
- Boulder
- Longmont
- Longmont
- Retired
- Republic of boulder.
- Ft Collins
- Longmont
- Longmont
- Longmont
- Boulder
- Longmont
- Retired
- Louisville
- Boulder
- Longmont
- Longmont
- Retired.
- Longmont & boulder.
- Longmont
- Retired.
- Longmont
- Longmont
- Student in Denver.
- Longmont
- Retired (boulder)
- Boulder
- Boulder
- Boulder
- Longmont
- Lafayette
- Niwot
- Longmont & boulder.
- Longmont
- Longmont & boulder.
- Longmont
- Longmont
- Longmont
- Longmont
- Boulder
- Retired
- Niwot & Longmont
- Disabled.
- Longmont
- Denver
- Retired
- No jobs here or out of state. Big problem.
- Retired
- Longmont
- Longmont
- Longmont
- Longmont
- Denver
- Retired
- Retired from IBM
- Longmont
- Broomfield
- Boulder
- Commerce city
- Boulder
- Boulder
- Longmont
- Retired.
- Boulder
- Lafayette
- Longmont
- Boulder
- All of boulder county
- Longmont
- Longmont
- Longmont

- Ft Collins
- Boulder
- Longmont
- Longmont.
- Longmont
- Weld county
- Boulder
- Longmont
- Longmont
- Longmont
- Berthoud, Loveland.
- All over the county.
- Lafayette
- Longmont
- Denver
- Longmont
- Longmont
- Longmont
- Longmont
- Longmont
- I am retired.
- Longmont
- Retired
- Retired
- Longmont
- Longmont
- Longmont
- Boulder
- Denver metro.
- Thornton
- Boulder
- Boulder
- Longmont
- Longmont
- Longmont.
- Longmont
- Boulder.
- Longmont
- All over
- Longmont
- Longmont
- Longmont
- Retired
- Longmont
- Longmont
- Denver.
- Longmont
- Boulder
- Unemployed
- Longmont
- Longmont
- Longmont
- Longmont
- Westminster
- Fredrick
- Longmont
- Longmont
- Boulder
- Retired.
- Retired.
- Longmont
- Denver.
- Retired.
- Worked in Denver.
- Boulder
- Fort Collins
- Longmont
- Longmont
- Boulder
- Longmont
- Boulder
- Boulder
- Do not work - I am retired.
- Broomfield.
- Longmont
- Lafayette.
- Boulder

- Northglenn
- Retired.
- Boulder
- Longmont
- Longmont
- Retired
- Boulder
- Retired
- Retired
- Varies
- Longmont
- Retired
- Longmont
- Longmont
- Longmont
- Boulder
- Longmont.
- Loveland.
- Longmont
- Broomfield.
- Boulder
- Boulder
- Lyons
- Longmont.
- Longmont
- Boulder county
- Denver
- Longmont.
- Longmont.
- Longmont.
- Boulder
- Longmont.
- Dacono.
- Boulder/Gunbarrel.
- Boulder.
- Longmont.
- Not locally.
- Longmont.
- Boulder/IBM
- Longmont.
- Longmont.
- Longmont.
- Longmont.
- Retired.
- Boulder.
- Boulder
- Longmont.
- Longmont.
- Boulder.
- Boulder.
- Boulder.
- Boulder/Longmont.
- Boulder.
- Longmont.
- Home health throughout Lyons, boulder, Longmont, Frederick, Dacono, Brighton, Louisville, Lafayette, superior, hygiene and Broomfield.
- Longmont.
- Longmont.
- Golden.
- Boulder.
- Longmont.
- Longmont.
- Longmont.
- Longmont.
- Longmont.
- Longmont.
- Retired.
- Boulder.
- Retired.
- Longmont.
- Retired.
- Longmont.
- Boulder.
- Retired.

- Longmont.
- Longmont.
- Retired.
- Englewood.
- Boulder.
- Broomfield.
- Longmont.
- Greeley.
- Retired.
- Boulder.
- Longmont.
- Longmont and hygiene.
- Longmont.
- Longmont.
- Longmont.
- Denver.
- Longmont.
- Longmont.
- Longmont.
- Denver.
- Denver.
- Boulder.
- Tri county area.
- Boulder/Longmont (service).
- Retired.
- Longmont.
- Longmont.
- Boulder.
- Longmont.
- Boulder.
- Longmont.
- Longmont.
- Boulder.
- Boulder.
- Boulder.
- Greeley.
- Longmont.
- Longmont.
- Englewood.
- Longmont.
- Niwot.
- Retired.
- Longmont.
- Longmont.
- Niwot.
- Boulder.
- Boulder.
- Retired.
- Boulder.
- Wheatridge.
- Longmont.
- Boulder.
- Longmont.
- Longmont.
- Longmont.
- Longmont.
- Longmont.
- Boulder.
- Longmont.
- Longmont.
- Louisville/boulder.
- Longmont.
- Longmont.
- Louisville/Longmont.
- Longmont.
- Boulder.
- Boulder and Broomfield.
- Boulder.
- Longmont.
- Longmont/previously Denver
- Longmont.
- Retired.
- Longmont.
- Boulder.
- Longmont.
- Estes park.
- Longmont.

- Mead.
- Boulder.
- Longmont.
- Retired.
- Retired.
- Longmont.
- Disabled, but would work in Longmont or cities nearby (20 mile radius).
- Longmont.
- Between Longmont and boulder.
- Longmont.
- Hoping to work in Longmont.
- Retired.
- Longmont.
- Boulder.
- Longmont.
- Longmont.
- Retired.
- Boulder.
- Longmont.
- Longmont.
- Boulder.
- Retired.
- Retired.
- Longmont.
- Longmont.
- Longmont.
- Louisville.
- Longmont.
- Longmont.
- Longmont.
- Lafayette.
- Longmont (boulder employed).
- Thornton.
- Retired.
- Denver.
- Denver.
- Longmont.
- Longmont.
- Boulder.
- Boulder.
- Boulder.
- Boulder.
- Louisville.
- Boulder.
- Gunbarrel.
- Boulder.
- Louisville.
- Boulder.
- Longmont.
- Broomfield.
- Boulder.
- Boulder.
- Longmont, boulder, Northglenn and Denver.
- Longmont.
- Longmont.
- Boulder.
- Longmont.
- Lyons.
- Boulder.
- Retired.
- Longmont.
- Longmont.
- Brighton.
- Longmont.
- Lafayette.
- Longmont.
- Boulder.
- Longmont.
- Retired.
- Brighton.
- Boulder.
- Retired.
- Boulder.
- Niwot.
- Boulder.

- Boulder County.
- Boulder County.
- Louisville.
- Longmont.
- Firestone.
- Lakewood.
- Boulder.
- Longmont.
- Retired.
- Longmont.
- Boulder.
- Boulder.
- Longmont.
- Lafayette.
- Louisville.
- Gunbarrel.
- Boulder County.
- Boulder.
- Longmont.
- Denver.
- Retired.
- Louisville.
- Retired.
- Longmont.
- Longmont/Frederick.
- Longmont.
- Longmont.
- Longmont.
- Longmont, Lyons and boulder.
- Boulder.
- Broomfield.
- Fort Collins.
- Longmont/Denver.
- Longmont.
- Fort Collins.
- Longmont.
- Longmont.
- All over.
- Boulder and Longmont.
- Boulder.
- Boulder.
- Longmont.
- Boulder.
- Retired.
- Longmont.
- Longmont.
- Boulder.
- Loveland.
- Golden.
- Longmont.
- Longmont.
- Longmont.
- Superior.
- Longmont.
- Retired.
- Longmont.
- Mead & Longmont.
- Longmont.
- Longmont.
- Boulder.
- Longmont.
- Longmont & boulder.
- Longmont.
- Boulder.
- Longmont.
- Longmont.
- Longmont.
- Longmont.
- Louisville.
- Boulder.

- Boulder.
- Boulder.
- Boulder.
- Longmont.
- Longmont.
- Longmont.
- Longmont.
- Longmont.
- Boulder.
- Longmont.
- Longmont.
- Longmont.
- Longmont.
- Retired.
- Longmont.
- Greeley.
- Boulder.
- Longmont.
- Boulder, Erie, Lafayette and Longmont.
- Longmont.
- Niwot.
- Longmont.
- Retired.
- City of Longmont.
- Boulder.
- Boulder.
- Boulder.
- Longmont.
- Longmont.
- Boulder.
- Longmont.
- Longmont.
- Boulder.
- Longmont.
- Longmont.
- Boulder/Longmont.
- Lafayette.
- Longmont.
- Boulder.
- Boulder.
- Retired.
- Mead.
- Louisville.
- Longmont.
- Longmont.
- Longmont/Niwot area.
- Unincorporated Weld County.
- Longmont.
- Boulder.
- Boulder.
- At Denver international airport.
- Longmont.
- Longmont.
- Retired.
- Longmont.
- Longmont.
- Longmont.
- Longmont.
- Longmont.
- Boulder.
- Longmont.
- Boulder & Longmont.
- Longmont.
- Boulder.
- Boulder.
- Longmont.

- Louisville.
- Boulder and Jefferson County.
- Longmont.
- Boulder.
- Longmont.
- Boulder & Longmont.
- Longmont.
- Frederick.
- Retired.
- Longmont.
- Boulder.
- Between boulder/Denver.
- Longmont.
- Longmont.
- Longmont.
- Unemployed.
- Longmont.
- Mead.
- Longmont.
- Sales - Denver metro.
- Longmont.
- Longmont & boulder.
- Boulder.
- Longmont.
- Longmont.
- Boulder.
- Retired.
- Unemployed.
- Boulder.
- Work at home.
- Longmont.
- Longmont.
- Boulder.
- Boulder.
- Longmont.
- Travel over most of United States.
- Longmont.
- Retired.
- Longmont.
- Longmont.
- Denver.
- Thornton.
- Longmont.
- Retired.
- Longmont.
- Boulder.
- Boulder.
- Longmont.
- Longmont.
- Retired.
- Boulder.
- Boulder.
- Longmont.
- Longmont.
- Boulder.
- Longmont.
- Longmont.
- Louisville.
- Boulder.
- I am not working at this time.
- Longmont.
- Longmont.
- Louisville.
- Boulder.
- Broomfield.
- Longmont.
- Louisville.
- Longmont.
- Longmont.
- Longmont.
- Boulder.
- Boulder.
- Boulder.
- Longmont.
- Don't work.
- Longmont.
- Boulder.

- Observe employees/myself.
- Channel 16.
- Legally blind.
- Go to out-of-town restaurants.
- Volunteer at police department.
- Automobile viewing.
- Neighborhood newsletter.
- Community on top
- "Did not watch ""behind the badge"" or listen to KLMO because I didn't know about them - I will now."
- Frequently
- Local news.
- Past experience.
- School functions.
- By observing city employees on the street.
- Telephone calls.
- Listen to AM 850, 710.
- Human service meetings.
- Channel 3.
- Exploration.
- Signs in stores.
- See what is happening around me.

Appendix IV. Detailed Survey Methodology

The Longmont Customer Satisfaction Survey was administered by mail in 2003 for the first time. This was the sixth iteration of the survey. Data for the previous five surveys were collected by telephone in 1998, 1999, 2000, 2001, and 2002. The baseline Longmont Customer Survey was conducted in 1996.

Survey Administration

A random sample of 3,000 households was mailed surveys in April and May of 2003. Of these, 1,082 responded to the mailed questionnaire giving a response rate of 38%. The margin of error is no greater than plus or minus 3 percentage points around any given percent based on community-wide estimates. An individual within each household was selected using the birthday method.

Households received three mailings, two weeks apart beginning late March 2003. Completed surveys were collected over the following 3 weeks. The first mailing was a pre-notification postcard announcing the upcoming survey. The other 2 mailings contained a letter from the mayor inviting the household to participate, a questionnaire and self-mailing envelope. About 172 of the surveys were returned because they either had incorrect addresses or were received by households outside of Longmont city limits. Of the 2,828 eligible households, 1,082 completed the survey, providing a response rate of 38%.

Data Analysis and Weighting

The surveys were analyzed using a statistical software package. The demographic characteristics of the sample were compared to population norms for the City of Longmont and were statistically adjusted to reflect the larger population when necessary. The largest differences in opinion were found among Longmont residents of different ages, educational attainment and ethnicity. Consequently, sample results were weighted using the population norms to reflect the appropriate percent of residents by age and education in the Longmont population, and then adjusted to reflect the ethnicity of the population. Other socio-demographic variables were also adjusted through the weighting as many of these characteristics are intercorrelated. The results of the weighting scheme are presented in the table on the following page.

Weighting Scheme for 2003 Longmont Customer Survey

Characteristic	Percent in Population*							
	Population Norm ⁴	1996 Survey Weighted Data	1998 Survey Weighted Data	2000 Survey Weighted Data	2001 Survey Weighted Data	2002 Survey Weighted Data	2003 Survey Unweighted Data	2003 Survey Weighted Data
Own home	66	72	69	74	69	72	80	70
Rent home	34	28	31	26	31	28	20	30
Detached unit	69	72	73	76	69	72	76	67
Attached unit	31	28	27	24	31	27	24	33
White	85	89	88	93	80	78	91	80
Non-white	15	11	12	7	20	22	9	20
Hispanic origin	19	11	12	9	16	19	6	18
not of Hispanic origin	81	89	88	91	84	81	94	82
High school degree or less	47	50	50	47	47	42	23	48
more than high school	53	50	50	53	53	58	77	52
18-34 years of age	33	39	39	28	33	32	15	34
35-54 years of age	44	38	38	46	44	47	45	44
55+ years of age	23	23	23	26	23	20	40	22
Female	51	-	-	57	54	60	56	57
Male	49	-	-	43	46	41	44	43

*Characteristics marked in grey were statistically weighted to reflect the population data.

⁴ Source: 2000 Census, except education, source: Market Profile Report prepared for the Longmont Area Economic Council

Appendix V. Complete Set of Frequencies

A copy of the survey instrument with the complete set of frequencies (except for open-ended responses) appears on the following pages.

2003 City of Longmont Customer Satisfaction Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The survey will take approximately 10-15 minutes to complete. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. How would you rate your overall quality of life in Longmont?

12% Excellent 67% Good 17% Fair 4% Poor 0% Don't know

2. What are the three biggest problems Longmont will have to face in the next 5 years?

21% Growth
18% Traffic
13% Lack of education/Overcrowding schools

3. Following are services provided in the City of Longmont. For each service, first please rate the quality of the service and next, how important each of these services is in Longmont.

	<u>Quality</u>					<u>Importance</u>				
	Excellent	Good	Fair	Poor	Don't Know	Very Important	Important	Somewhat Important	Not at all Important	Don't Know
Snow removal from major streets	22%	59%	13%	4%	1%	55%	38%	7%	1%	~0%
Street repair and maintenance	3%	41%	41%	15%	1%	48%	47%	5%	~0%	~0%
Street cleaning	8%	55%	27%	6%	3%	18%	42%	37%	3%	1%
Street lighting	9%	57%	26%	7%	1%	42%	46%	11%	1%	~0%
Timing of traffic signals	5%	40%	33%	20%	2%	40%	43%	16%	~0%	2%
Tap water	23%	53%	17%	5%	3%	71%	24%	2%	1%	2%
Sewer services	13%	62%	14%	2%	9%	50%	37%	7%	1%	4%
Water conservation programs	9%	51%	21%	8%	11%	53%	36%	6%	1%	4%
Electric service	21%	63%	14%	1%	2%	57%	38%	3%	1%	1%
Electric conservation programs	5%	40%	22%	5%	28%	28%	46%	14%	2%	10%
Utility billing	15%	59%	19%	4%	4%	20%	56%	19%	3%	3%
Weekly trash pick up	30%	52%	12%	3%	3%	45%	46%	7%	~0%	1%
Twice a month recycling pick up	26%	48%	14%	3%	9%	35%	45%	14%	2%	4%
Recreation facilities	17%	48%	14%	5%	15%	21%	51%	20%	2%	6%
Recreation programs and classes	10%	40%	16%	5%	29%	15%	43%	28%	3%	12%
Library services	27%	47%	8%	1%	16%	30%	46%	15%	2%	8%
Youth services sponsored program	5%	23%	15%	6%	51%	28%	37%	14%	2%	20%
Services for seniors	9%	25%	11%	4%	51%	29%	39%	11%	2%	19%
Museum	9%	30%	16%	4%	42%	10%	35%	36%	5%	15%
Enforcing traffic laws	5%	43%	28%	12%	13%	42%	44%	11%	1%	2%
Crime prevention	6%	41%	28%	10%	15%	69%	26%	2%	~0%	3%
Fire fighting and rescue services	24%	49%	6%	~0%	22%	76%	21%	1%	~0%	3%
Fire inspection and fire safety education	11%	39%	11%	1%	38%	47%	36%	8%	~0%	8%
Emergency police services	14%	43%	14%	3%	27%	72%	21%	3%	~0%	4%
Emergency dispatch	13%	39%	13%	5%	30%	72%	21%	2%	~0%	5%
Code enforcement (junk vehicles, weed control, trash and outside storage)	3%	24%	29%	25%	19%	25%	46%	22%	3%	4%
Building and housing inspection	3%	26%	20%	7%	45%	20%	46%	19%	2%	14%
Planning	3%	23%	25%	12%	37%	33%	39%	11%	1%	17%
Maintaining landscaping along the public right of way	9%	48%	29%	10%	4%	14%	47%	35%	2%	2%
Maintenance of park grounds and facilities	15%	58%	18%	4%	6%	21%	56%	21%	~0%	2%

4. Please rate your overall satisfaction with the City services you receive.

16% Very satisfied 67% Satisfied 14% Neither satisfied nor dissatisfied 3% Dissatisfied 1% Very dissatisfied

4a. Why? Verbatim responses appear in Appendix III _____

5. Have you contacted the City of Longmont to request services within the past 24 months (including police, fire officials, parks and recreation staff, receptionists, planners, or any others)?

56% No [go to question #8] 44% Yes [go to question #6]

6. For which service or services did you contact the City? (List up to 3 services.)

24% Police
11% Utilities
10% Recreation

7. What was your impression of employees of the City and Longmont in your most recent contact? (Rate each characteristic below.)

	Excellent	Good	Fair	Poor	Don't Know
Knowledge of issue	33%	47%	12%	5%	3%
Treated you with respect	40%	41%	11%	8%	~0%
Willingness to help or understand	34%	38%	16%	11%	1%
How easy it was to get in touch with the employee	26%	45%	18%	10%	2%
Overall impression	29%	45%	14%	12%	0%

8. In general, how do you rate the City's efforts to be responsive to the needs of Longmont's diverse residents?

9% Excellent 50% Good 20% Fair 6% Poor 15% Don't know

9. During the last 12 months, were you treated inappropriately by a City employee because of your race, national origin, age, religious affiliation, or gender?

3% Yes [go to question 9a] 97% No [go to question 10]

9a. If yes, did you report the inappropriate behavior to a public official?

14% Yes 86% No

10. How often do you use the following sources to gain information about the City of Longmont?

	Never	Very infrequently	Somewhat infrequently	Somewhat frequently	Very frequently
Attend or watch a City council meeting or other program on public access cable television	49%	25%	17%	8%	1%
Watch "Behind the Badge"	75%	14%	8%	3%	1%
Read bulletin board or information displays in City buildings	51%	22%	19%	6%	3%
Watch Channel 14 - Government access	66%	18%	10%	4%	2%
Read Cityline Newsletter	29%	13%	18%	24%	17%
Use City Source (24-hour information line)	64%	17%	13%	5%	1%
Read entrance signs into City	20%	21%	22%	26%	11%
Read the Golden Outlook	75%	9%	8%	4%	4%
Listen to KLMO radio station	76%	14%	6%	3%	1%
Use the Longmont Web site on the Internet	53%	15%	15%	12%	5%
Read the Longmont Daily Times Call newspaper	11%	13%	14%	16%	46%
Read another newspaper	26%	17%	17%	17%	23%
Read the phone book	11%	19%	25%	32%	13%
Read recreation brochures	25%	20%	20%	25%	10%
Read Twin Peaks Mall displays	29%	28%	21%	16%	6%
Read the utility billing statement	9%	12%	14%	31%	35%
Use word of mouth/friends	12%	16%	19%	31%	22%
Other, please specify	67%	10%	6%	6%	10%

11. Would you say that the amount of information provided to you by the City of Longmont is too little, just the right amount or too much?

18% Too little 66% Just the right amount 1% Too much 16% Don't know

12. Please indicate how often you ride each type of bus:

	Never	1 day per week	2-3 days per week	4-5 days per week	6-7 days per week
A local bus in and around Longmont.....	90%	7%	3%	1%	~0%
A regional bus from Longmont to Boulder, Denver or another city in the Metro area.....	89%	7%	2%	1%	~0%

13. Please rate the importance of each of the following potential improvements to the bus transit system within Longmont using the scale:

	Very Important	Important	Somewhat Important	Not at all Important	Don't Know
Increased hours of service	15%	17%	13%	7%	49%
Increased frequency of service	13%	21%	11%	6%	49%
Increased number of routes covering more streets in the City	17%	19%	12%	6%	47%

14. If commuter rail existed to connect Longmont to Boulder and on to Denver, how likely would you be to use it?

31% Very likely
 32% Somewhat likely
 10% Neither likely nor unlikely
 9% Somewhat unlikely, or
 18% Very unlikely

15. How do you feel about the rate of population growth in Longmont? Would you say in the past few years the population of Longmont has grown too fast, at about the right rate or not fast enough?

73% Too fast
 21% About right
 1% Not fast enough
 5% Don't know

16. The City of Longmont City Council has adopted a Quality of Life Benchmarking process. This process uses a series of indicators that are tracked over time to monitor the quality of life in the city of Longmont. Benchmarks have been set in many areas, including school capacity, safety, police, fire, emergency medical, parks, transportation, and traffic congestion. To what extent do you support or oppose the use of these quality of life benchmarks to control the rate of growth in Longmont?

39% Strongly support
 26% Somewhat support
 19% Neither support nor oppose
 2% Somewhat oppose
 1% Strongly oppose
 12% Don't know

17. To what extent is cigarette smoke in indoor environments, like restaurants, and in other public places a problem in Longmont?

29% No problem
 18% Slight problem
 20% Moderate problem
 29% Major problem
 5% Don't know

18. To what extent would you support or oppose an ordinance creating a cigarette smoke-free indoor environment in Longmont?

53% Strongly support
 11% Somewhat support
 10% Neither support nor oppose
 5% Somewhat oppose
 19% Strongly oppose
 2% Don't know

19. How often do you smoke?

- 79% Never
- 5% Very infrequently
- 3% Somewhat infrequently
- 8% Somewhat frequently
- 6% Very frequently
- ~0% Don't know

20. Are you currently employed in a bar or restaurant where smoking is permitted?

- 2% Yes
- 98% No

21. The City could consider instituting a lodging tax that would be paid by hotel and motel guests in Longmont. Most of the funds from this tax would go into the City's general fund, with a dedicated portion supporting marketing Longmont as a destination city. To what extent do you support or oppose a lodging tax for the City of Longmont?

- 11% Strongly support
- 21% Somewhat support
- 27% Neither support nor oppose
- 15% Somewhat oppose
- 17% Strongly oppose
- 9% Don't know

22. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- 3% Very positive
- 13% Somewhat positive
- 37% Neutral
- 36% Somewhat negative
- 11% Very negative

23. Are you currently employed?

- 67% Yes
- 9% No, but I am looking for a job
- 24% No, and I am not seeking employment (homemaker, retired, etc.)

24. Have you lost a job in the last 12 months?

- 14% Yes
- 86% No [go to question 27]

25. How long did it take you to find a new job?

- _____ months (if less than two weeks, please enter "0")
- Have not found a job yet [go to question 27]

26. How does the salary at your new job compare to your previous salary?

- 21% Salary is higher
- 32% Salary is the same
- 47% Salary is lower

27. Do you have a personal computer in your home? (Please check only one.)

- 65% Yes, have a computer at home with Internet access
- 10% Yes, have a computer at home but without Internet access
- 25% No

28. Please indicate how often you or other members of your household have used the Internet in the last 12 months for each of the following:

	<u>never</u>	<u>once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>more than 26 times</u>
To make purchases or pay for services	39%	13%	22%	11%	15%
Used the City of Longmont's Web site.....	56%	19%	19%	4%	2%

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

29. Do you live within the City of Longmont?

99% Yes 1% No

30. Do you live East or West of Main Street?

44% East 56% West

31. Do you live North or South of Mountain View Avenue?

47% North 53% South

32. Do you live North or South of the St. Vrain River?

81% North 19% South

33. About how many years have you lived in Longmont? (If less than 6 months, please enter "0.")

Average=17 years

34. What kind of housing unit do you live in?

67% Single family house
 17% Apartment
 4% Condo
 7% Townhouse
 2% Mobile home
 3% Other

35. Do you rent or own your home?

30% Rent 70% Own

36. About how much was your household's total income before taxes for all of 2002? (Please include in your total income money from all sources for all persons living in your household.)

8% less than \$10,000
 5% \$10,000 to under \$15,000
 14% \$15,000 to under \$25,000
 13% \$25,000 to under \$35,000
 15% \$35,000 to under \$50,000
 21% \$50,000 to under \$75,000
 14% \$75,000 to under \$100,000
 8% \$100,000 to under \$150,000
 2% \$150,000 to under \$200,000
 1% \$200,000 or more

37. What is the highest degree or level of school you have completed? (Mark one box.)

14% 12th Grade or less, no diploma
 34% High school diploma
 15% Some college, no degree
 6% Associate's degree (e.g. AA, AS)
 20% Bachelor's degree (e.g. BA, AB, BS)
 12% Graduate degree or professional degree

38. Are you Spanish, Hispanic or Latino?

18% Yes
 82% No

39. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

4% American Indian or Alaskan native
 3% Asian or Pacific Islander
 1% Black, African American
 80% White/Caucasian
 13% Other

40. In which category is your age?

5% 18-24 years 7% 55-64 years
 29% 25-34 years 6% 65-74 years
 20% 35-44 years 6% 75-85 years
 7% 45-54 years 3% 85 years or older

41. In what City do you work?

49% Longmont
 26% Boulder
 4% Denver or Denver Suburb

42. What is your gender?

57% Female 43% Male

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., 3005 30th Street, Boulder, CO 80301